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Proposed Service Suspensions Due to Staffing Shortages

Spring 2023

ABQ RIDE Equity Analysis

**City of Albuquerque
Transit Department**

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1 Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs receiving Federal financial assistance. This equity analysis follows the requirements of the Federal Transit Administration's Circular C 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients." Specifically, the Circular requires any FTA recipient serving a population of 200,000 or greater to evaluate major service changes before implementation to determine whether those changes have a disparate impact on minorities (the term used in the Circular) or disproportionate burden on low-income populations. By ABQ RIDE's policy, a major service change is defined as: 1) a change that increases or decreases service revenue hours on a route by 35 percent or more or 2) a change that adds or eliminates service to 35 percent or more of the bus stops on a route.

This document is an analysis of ABQ RIDE's proposal to suspend service to bring total scheduled service down to a level that current staffing levels can support reliably. ABQ RIDE is experiencing severe staffing shortages with vacancies among approximately one out of every three driver positions. Despite a recent increase in driver pay and hiring bonuses, the staffing shortage has not yet improved. On most days over recent months, ABQ RIDE has not had enough drivers to cover all scheduled service, even with drivers working over-time hours and supervisors filling in as much as possible.

In all, ABQ RIDE is missing an estimated 7% of its scheduled service, but exactly which routes are not running scheduled service varies from day to day depending on driver availability. The result is unreliable service on all routes with riders left unsure whether the bus trips they rely on will actually show up. The proposed service suspensions are intended to achieve more reliable service for riders so that, even if service is not as convenient as riders (and ABQ RIDE) would like, at least the service shows up as scheduled.

This equity analysis examines cumulative service suspensions over the last several years. A variety of service suspensions were instituted under emergency conditions during the first year of the COVID-19 pandemic. Since then, 28 of ABQ RIDE's 40 routes have remained at some reduced level of service, and ABQ RIDE suspended service entirely on several routes over the last several months. With intended temporary suspensions now becoming more long-term and with a much greater scale of suspensions proposed, ABQ RIDE is undertaking this equity analysis to evaluate the cumulative impact and distribution of the proposed level of service compared to full service based on pre-pandemic levels.

2 ABQ RIDE Major Service Change Policy

ABQ RIDE's Title VI Program defines a major service change as one that increases or decreases service revenue hours on a route by 35 percent or more, or adds or eliminates service to 35 percent or more of the bus stops on a route. If a service change exceeds this threshold, ABQ RIDE will conduct a service equity analysis for the

proposed change. The service equity analysis begins with identifying adverse effects of a proposed major service change. Service reductions like the proposed suspensions may have adverse effects and may result in a disparate impact based on the criteria described below. ABQ RIDE evaluates the equity of major service changes with respect to minority status and with respect to low-income status.

2.1 Disparate Impact Policy for Minority Populations

ABQ RIDE’s major service change policy, contained in the 2020 Title VI Program, establishes a threshold for determining when adverse effects of a major service change are borne disparately by minority populations. ABQ RIDE’s threshold for a significant disparate impact is when the percentage of minorities adversely affected by a major service change is greater, by 10 percent or more, than the average percentage of minorities in the service area. ABQ RIDE assesses this impact by using Census data to compare the percentage of minorities along the impacted corridor to the percentage of minorities in the service area overall.

Information about the minority status of the population within ABQ RIDE’s service area is taken from the 2020 Census data for Census blocks. The white (non-Hispanic) population is 253,743, comprising less than half of the population at 37.3 percent. Minorities (anyone who is not white and non-Hispanic) number 426,764 or 62.7 percent of the total. The data are summarized in Table 1, and minority population densities are illustrated in Map 1.

**Table 1
2020 Census Population Race/Ethnicity for ABQ RIDE Service Area**

Total Population		680,507	100%
Hispanic	Any Race	334,629	49.2%
Non-Hispanic	Black or African American	18,397	2.7%
	American Indian or Alaska Native	27,583	4.1%
	Asian, Hawaiian or Pacific Islander	20,518	3.0%
	Other or Multi-Racial	25,637	3.8%
	White	253,743	37.3%

Source: 2020 Census data by block

Since minorities make up 62.7 percent of the population in ABQ RIDE’s service area, a major service change that affects Census blocks with more than 72.7 percent minority population would be considered to have a disparate impact.

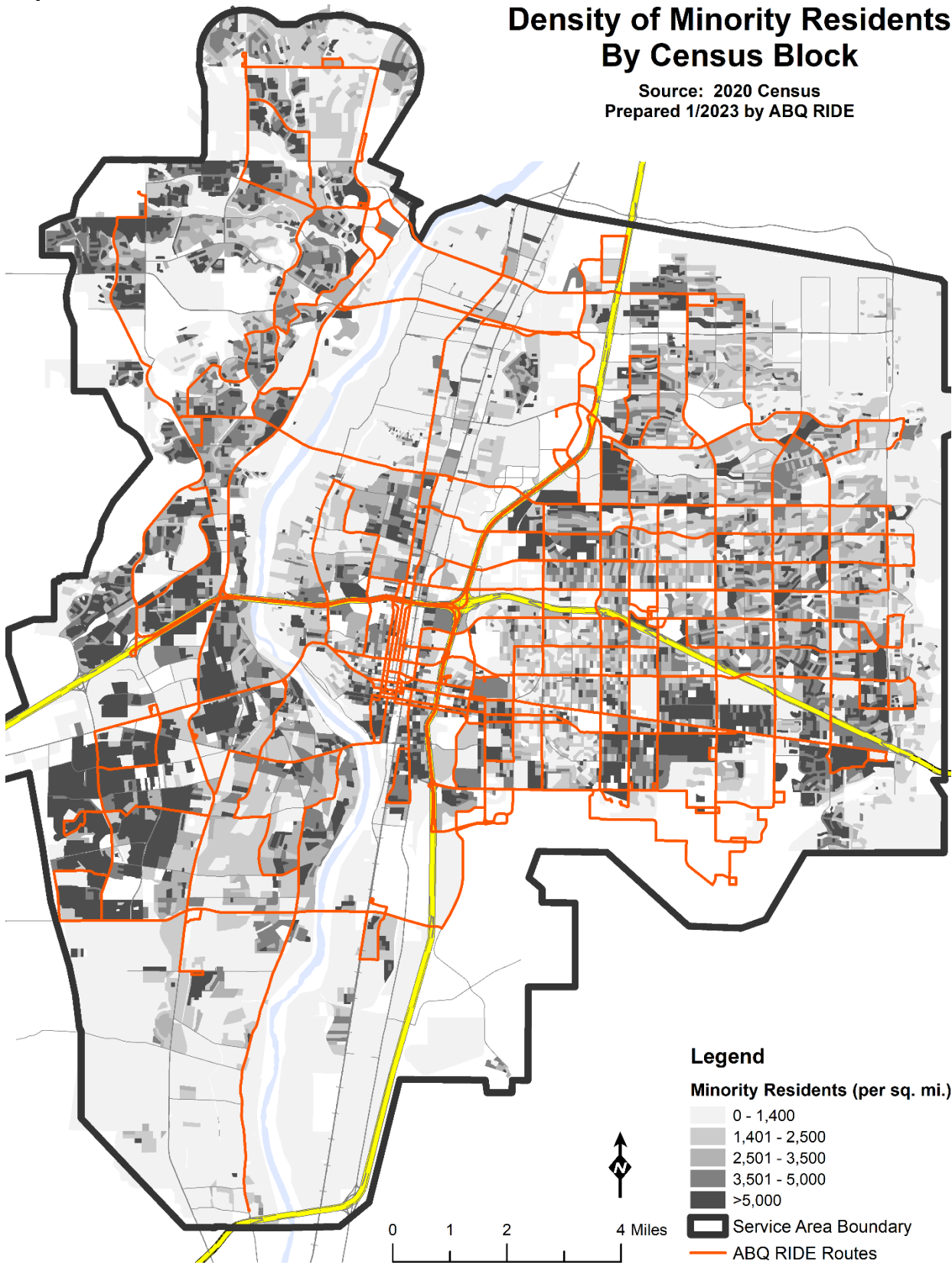
2.2 Disproportionate Burden Policy for Low-Income Households

The major service change policy also establishes a threshold for determining when adverse effects of a major service change are borne disproportionately by low-income households. ABQ RIDE’s threshold for a significant disproportionate burden is when the

Map 1

Density of Minority Residents By Census Block

Source: 2020 Census
Prepared 1/2023 by ABQ RIDE



percentage of low-income households adversely affected by a major service change is greater by 10 percent or more than the average percentage of low-income households in the service area. ABQ RIDE assesses this impact using Census data to compare the percentage of low-income households along the impacted corridor to the percentage of low-income households in the service area overall.

Following FTA's guidance to define "low-income" inclusively, ABQ RIDE defines "low-income" to be households with income less than approximately \$35,000 per year. This is approximately comparable to the income requirement of 165 percent of the poverty level for a three-person household to qualify for the State of New Mexico Supplemental Nutrition Assistance Program (SNAP). Based on 2016-2020 5-year American Community Survey (ACS) estimates for Census block groups, low-income households make up 33.2 percent (90,514) of the total households (272,338) in the service area. Low-income household densities are illustrated in the Map 2.

Since low-income households make up 33.2 percent of the total households in the service area, a major service change that affects Census block groups with more than 43.2 percent low-income households would be considered to have a disproportionate burden.

3 Proposed Service Suspensions

3.1 Background

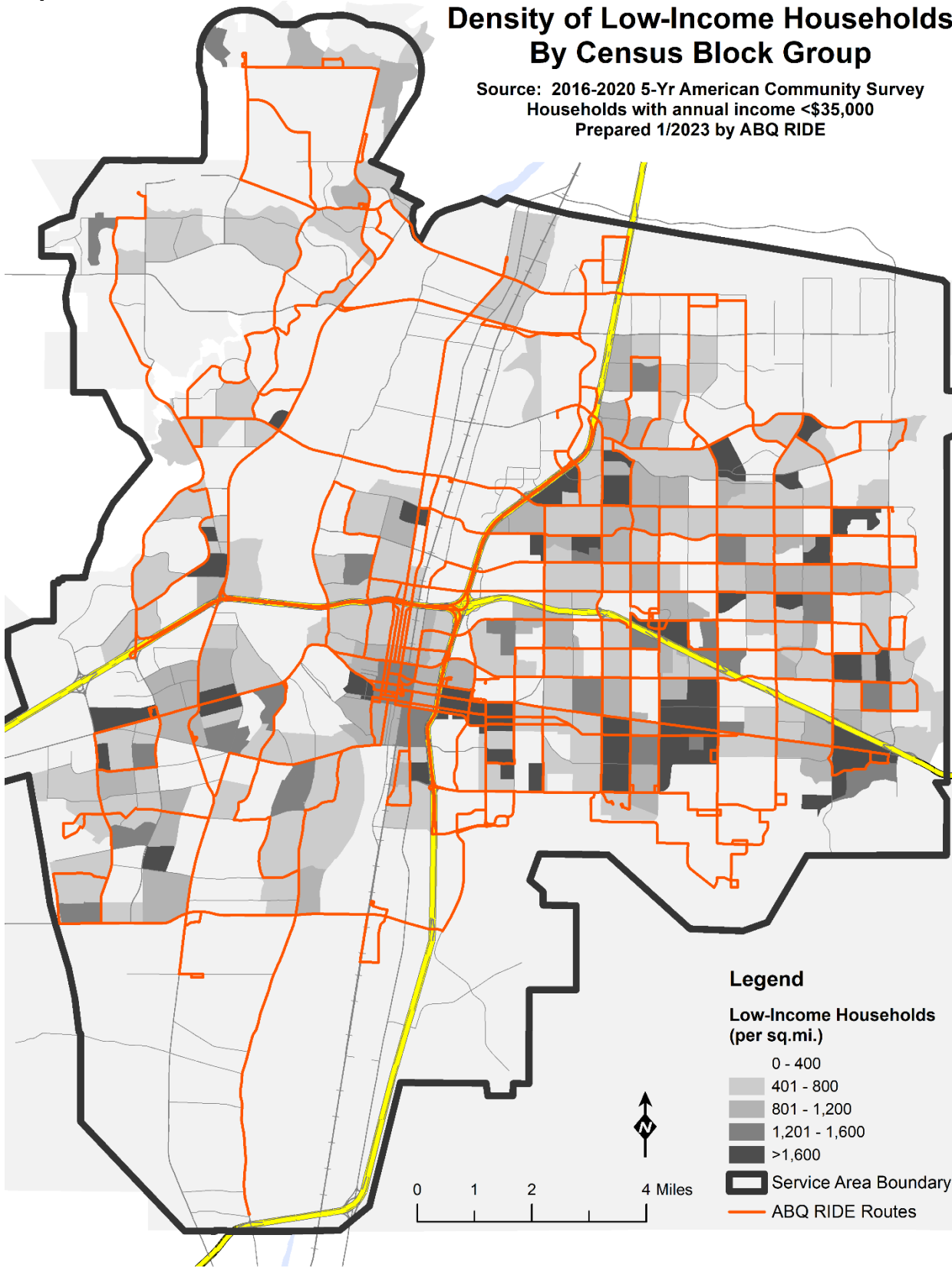
After suspending significant amounts of service when the COVID-19 pandemic reached New Mexico in spring 2020 and again during a COVID surge in the winter of 2020-2021, ABQ RIDE resumed half or more of its pre-pandemic service on almost all routes the following spring. Service levels totaling about 80% of pre-pandemic service continued with all but one route operating at least half of regular service until August 2022. At that point, staffing shortages became acute enough that ABQ RIDE began suspending service on some peak-only "commuter routes" with very low ridership. Further suspensions were necessary in November 2022. Intended as temporary, these suspensions are now part of a much larger set of proposed suspensions due to on-going staffing shortages.

Staffing shortages are severe throughout the operating divisions of the department. Both bus and Sun Van driver positions have approximately 30-35% vacancy rates. Maintenance positions are similarly severely understaffed, resulting in a growing backlog of vehicles that cannot be used for service due to needed repairs or essential preventative maintenance. ABQ RIDE is not alone in struggling with staffing shortages. The American Public Transportation Association has reported that 96% of agencies the association surveyed in 2022 had staffing shortages, with 84% reporting that the shortages were affecting service delivery.

Map 2

Density of Low-Income Households By Census Block Group

Source: 2016-2020 5-Yr American Community Survey
Households with annual income <\$35,000
Prepared 1/2023 by ABQ RIDE



Legend

Low-Income Households (per sq.mi.)

- 0 - 400
- 401 - 800
- 801 - 1,200
- 1,201 - 1,600
- >1,600
- Service Area Boundary
- ABQ RIDE Routes

ABQ RIDE has been using a variety of techniques to fill vacancies. The department has hired applicants without commercial driver's licenses (CDL's) for many years and provided training and reimbursement for CDL testing. Since 2021 the department has been offering \$1,000 hiring bonuses, with higher bonuses proposed, and starting pay for drivers has increased by about 20% over the past year and half. (Pay for more senior drivers has also increased with the amount varying based on seniority.) To avoid over-working drivers and potentially increasing turn-over, the department has avoided forced extra over-time but has increased the average over-time that drivers bid on as their regular work assignments.

To try to maintain service, ABQ RIDE has been using as many staff as possible to drive routes. The department has been using smaller vehicles on lower ridership routes. These 14-passenger vans are normally used for paratransit "Sun Van" service (for people who cannot use the regular bus routes due to a qualifying disability). Since drivers are not required to have CDL's to drive those vans, ABQ RIDE has been using Sun Van drivers and trainees who have not gotten their CDL's yet to operate these routes as much as possible. Similarly, supervisors help fill in as much as possible within the constraints of their other duties.

While drivers are not forced to take extra over-time, scheduling supervisors make urgent requests for assistance, so many drivers have voluntarily taken on significantly more over-time work than they might wish. Similarly, the department has not been able to grant time off requests beyond unforeseen leave such as sick and family-medical leave and long-pre-planned vacations that drivers bid on twice a year. These conditions risk burning out the current workforce and discouraging new employees from staying.

Despite these efforts, ABQ RIDE's staffing levels have not improved over the last year, while Sun Van ridership has increased requiring Sun Van drivers to return to their core duties. The result is that ABQ RIDE has been missing an average of 400 to 500 hours (about 7%) of scheduled service weekly with totals varying from about 200 hours to over 700 hours.

As noted previously, missed service is not planned in advance, so service is unreliable throughout the system depending on availability of drivers for particular schedules varying from day to day. The result is poor service quality system-wide affecting all riders. Unreliable service undercuts a core goal of fixed-route bus service: providing a predictable service at specific times to specific bus stops. This poor reliability impacts all riders, but riders with few alternatives (e.g. the ability to drive themselves instead) suffer the impacts more than others, so ABQ RIDE has concluded that continuing the current unsuccessful efforts to provide full service is both inequitable and counter-productive to filling vacancies.

3.2 Proposed Service Suspensions

ABQ RIDE's proposed service suspensions affect all routes at least slightly except one and were proposed based primarily on ridership and availability of alternative service, in addition to the equity considerations addressed in this analysis. ABQ RIDE used a

combination of ridership data from fareboxes and sample data for boardings and alightings captured by the agency’s automatic passenger counters. Based on this data, ABQ RIDE identified low-ridership trips by route and proposed suspensions for trips with low ridership estimates, reduced frequency of service for low-ridership periods, or complete suspension of service on routes or route segments with low ridership.

In assessing ridership, ABQ RIDE considered the “cost” of providing the service in terms of hours of vehicle time (i.e. including “deadhead” time to/from garages, not just revenue time when vehicles are actually in service) as well as peak vehicle and driver requirements. The underlying goals were to reduce the total number of vehicle-hours operated weekly and to reduce the number of drivers and vehicles required at peak times, since those peaks define how many drivers and vehicles are needed at the same time. The department also considered maintaining convenient service on the only two corridors in the system that qualify as “frequent” corridors (San Mateo and Central), although ridership data also supports maintaining service on those corridors.

Below is a summary of the suspensions proposed organized by whether the changes qualify as “major” according to ABQ RIDE’s policy and the type of changes proposed. The list below includes adjustments made in response to public comments on the original proposal. A more detailed summary of proposed changes is provided in Appendix 1 with proposed schedules at <https://www.cabq.gov/transit/documents/proposed-suspensions-details.pdf>. Note that, to reduce complexity, the list below does not specify whether changes apply to weekday, Saturday or Sunday service.

Summary of Proposed Service Suspensions

Major Service Changes

Suspended Entirely

- 6 Indian School Commuter (*suspended November 2022*)
- 7 Candelaria Commuter
- 12 Constitution Commuter
- 13 Comanche Commuter (*suspended November 2022*)
- 34 San Pedro Commuter
- 36/37 12th Street-Rio Grande (route pair operating a loop in opposite directions)
37 *suspended November 2022 (36 remained in full service.)*
- 92 Taylor Ranch Commuter
- 93 Academy Commuter (*suspended August 2022*)
- 94 Unser Commuter (*suspended August 2022*)
- 96 Crosstown Commuter
- 98 Wyoming Commuter (*suspended November 2022*)
- 162 Ventana Ranch Commuter (*suspended August 2022*)
- 217 Downtown-Kirtland AFB Limited Commuter (*suspended November 2022*)
- 250 Downtown-Airport Express (*suspended November 2022*)
- 551 Jefferson-Paseo Del Norte Express Commuter (*suspended March 2020*)
- 790 ARTx Blue Line

Less Frequent, Shortened & First/Last Trip(s) Suspended

- 2 Eubank
- 222 Rio Bravo-Sunport-Kirtland
- 251 Rio Rancho-Albuquerque / Rail Runner Connection

Other Service Changes (Not Meeting “Major” Threshold)

Route Segment Suspended

- 31 Wyoming (*segment into KAFB suspended since March 2020 due to security gate closure/hours*)
- 155 Coors (*segment into Rio Rancho*)

Route Segment *Midday* Service Suspended

- 140 San Mateo/Jefferson (*suspended trips replaced with 141 San Mateo*)

Less Frequent Service & First/Last Trip(s) Suspended

- 1 Juan Tabo
- 31 Wyoming
- 54 Bridge-Westgate
- 66 Central
- 198 98th Street

First/Last Trip(s) Suspended

- 5 Montgomery-Carlisle-Lomas
- 10 N. 4th Street
- 11 Lomas
- 16 Broadway-University-Gibson
- 50 Airport-Yale-Downtown
- 51 Atrisco
- 53 Isleta
- 97 Zuni
- 155 Coors
- 157 Louisiana-Uptown-Montaño-NWTC

Table 2 provides quantitative weekly service changes for each route based on in-service vehicle-hours (i.e. hours when buses are picking up passengers). The table includes whether, based on ABQ RIDE’s 2020 Title VI Program, the route is designated a “minority” or “low-income” route. (FTA defines a “minority route” as one that has at least one third of its distance serving areas with above-average percentages of minority residents; ABQ RIDE used a similar method to identify “low-income routes.”) ABQ RIDE has used this categorization as a preliminary method to assess whether distribution of service suspensions is equitable. Since ridership has been a primary (but not sole) consideration in developing service suspensions, Table 2 includes ridership productivity as well. This

measure includes total vehicle-hours required to provide the service since that effort relates directly to staffing shortages.

Table 2

Route	"Minority Route"?	"Low-Income Route"?	Weekly In-Service Vehicle-Hours				Major Change?	Pre-Pandemic Productivity *
			Proposed	Pre-Pandemic	% Reduction			
1 - Juan Tabo-Four Hills	No	Yes	128	174	-26%	No	18	
2 - Eubank-Ventura	No	No	77	148	-48%	Yes	13	
5 - Montgomery/Carlisle	Yes	Yes	363	479	-24%	No	28	
6 - Indian School Commuter	No	Yes	-	16	-100%	Yes	7	
7 - Candelaria Commuter	Yes	Yes	-	17	-100%	Yes	8	
8 - Menaul	Yes	Yes	408	461	-11%	No	27	
10 - North Fourth Street	Yes	Yes	246	308	-20%	No	25	
11 - Lomas	Yes	Yes	289	429	-33%	No	27	
12 - Constitution Commuter	Yes	Yes	-	17	-100%	Yes	8	
13 - Comanche Commuter	Yes	Yes	-	15	-100%	Yes	6	
16 - University/ Gibson/ Broadway	Yes	Yes	224	229	-2%	No	15	
31 - Wyoming	No	Yes	159	195	-19%	No	15	
34 - San Pedro Commuter	Yes	Yes	-	12	-100%	Yes	5	
36/37 - 12th Street/ Rio Grande	Yes	Yes	68	129	-47%	Yes	8	
50 - Airport/Downtown	Yes	Yes	138	143	-3%	No	17	
51 - Atrisco/Rio Bravo	Yes	Yes	71	80	-11%	No	10	
53 - Isleta	Yes	Yes	153	163	-7%	No	15	
54 - Bridge/Westgate	Yes	Yes	162	196	-17%	No	12	
66 - Central Avenue	Yes	Yes	946	1,090	-13%	No	36	
92 - Taylor Ranch Express	Yes	Yes	-	22	-100%	Yes	5	
93 - Academy Commuter	Yes	Yes	-	15	-100%	Yes	6	
94 - Unser Commuter	Yes	No	-	18	-100%	Yes	3	
96 - Crosstown Commuter	No	Yes	-	68	-100%	Yes	5	
97 - Zuni Express	Yes	Yes	62	64	-3%	No	22	
98 - Wyoming Commuter	No	Yes	-	28	-100%	Yes	5	
140/141 San Mateo Route Pair	Yes	Yes	518	548	-5%	No	31	
140 - San Mateo/ CNM Work Force	Yes	Yes				No	30	
141 - San Mateo	Yes	Yes				No	32	
155 - Coors	Yes	Yes	342	361	-5%	No	11	
157 - Cottonwood/Montano/UTC	Yes	Yes	451	637	-29%	No	17	
162 - Ventana Ranch / Unser	Yes	No	-	14	-100%	Yes	4	
198 - 98th / Dennis Chavez	Yes	Yes	100	145	-31%	No	16	
217 - Downtown-KAFB Ltd.	Yes	Yes	-	10	-100%	Yes	7	
222 - Rio Bravo Rail Runner Connection	Yes	Yes	15	53	-72%	Yes	3	
250 - Airport/Downtown	Yes	Yes	-	20	-100%	Yes	7	
251 - ABQ-Rio Rancho Rail Runner Shuttle	Yes	Yes	17	132	-87%	Yes	3	
551 - Jefferson - Paseo del Norte Express	Yes	Yes	-	17	-100%	Yes	3	
766/777 ART Route Pair	Yes	Yes	1,291	1,602	-19%	No	28	
766 - ART Red Line	Yes	Yes				No	26	
777 - ART Green Line	Yes	Yes				No	29	
790 - Coors ARTx Blue Line	Yes	Yes	-	419	-100%	Yes	10	
Total			6,230	8,473	-26%		21	

* Pre-pandemic ridership productivity is the number of passenger trips per total vehicle-hour.

4 Consideration of Public Comments and Alternatives Considered

ABQ RIDE announced its proposed suspensions on December 19th, 2022 during a media briefing and posted its proposed suspensions on its website on December 23rd, 2022. This announcement started a one-month public comment period so the department could get feedback and consider changes to the proposal based on that feedback. Notices in English and Spanish were posted on all buses on January 8th, 2023. Notices with details of proposed changes also were placed on the website in Spanish, Vietnamese, and Chinese (simplified); these languages are the “safe harbor” languages in ABQ RIDE’s service area. The Office of Equity and Inclusion and the advocacy organization Together for Brothers were also asked to share the public comment web link with their contacts. Several social media post were also made to encourage public participation. Public comments were due on January 22nd, 2023.

During the comment period and including several late comments still received in time for consideration, ABQ RIDE received about 110 comments (Appendix 2). Below are the major categories of comments received and ABQ RIDE’s consideration of those comments.

Frequent Comments

Requests not to suspend route 790 ARTx Blue Line

Though not quite a majority of comments, the most common feedback requested that ABQ RIDE not suspend route 790 ARTx Blue Line. (The 790 currently operates every 45 to 50 minutes on weekdays and Saturdays.) Many of these comments noted riders’ difficulties in continuing to ride from the Westside to major destinations like the University of New Mexico (UNM) and the UNM Hospital if the 790 is suspended. Many of these commenters believed ABQ RIDE was going to be excluding Westside residents from the benefits of transit by suspending this route. Some commenters suggested keeping some service such as less frequent trips and/or trips only at peak times.

Requests not to suspend route 140 San Mateo/Jefferson

The second most commonly requested change to the proposed suspensions was to continue providing at least some service on route 140 San Mateo-Jefferson. (This route operates on weekdays only as a scheduled pair alternating with the shorter route 141 San Mateo that turns around at its north end at Jefferson and Ellison.) Several commenters pointed out that, without route 140, there will be no transit service at all north of Jefferson and Ellison (a distance of about 2.5 miles to the north end of the current route 140). These commenters relayed their dilemmas about getting to destinations or from homes without access to cars.

Suggestions related to service on various other routes

Commenters asked for ABQ RIDE to reduce or avoid service suspensions on about twenty other routes, although in a few cases commenters suggested additional suspensions on some routes to avoid suspensions on others. Comments included asking not to suspend several of the commuter routes, keeping first/last trips on some all-day routes, and not reducing the frequency on several others. Some of these comments relayed difficulties that

riders would experience themselves, and some conveyed general concerns about suspensions potentially on behalf of others.

Commenters suggested additional suspensions on several routes with the goal of reducing suspensions elsewhere. The most common suggestion was to reduce service on Central Avenue, most commonly by commenters seeking to maintain service on the 790 ARTx Blue Line. One commenter suggested reducing or entirely suspending service on the 155 Coors local route instead of suspending the 790. Another commenter suggested suspending the 97 Zuni due to its proximity to Central Avenue.

General opposition to suspensions

Several commenters opposed the proposed suspensions in general. Most stated that ABQ RIDE should fix the staffing shortage without impacting riders. Several offered suggestions or theories related to the staffing shortage, such as inadequate driver pay and/or hiring bonuses, difficult working hours, safety concerns (some blaming the Zero Fares Pilot Program), and legalization of marijuana. As noted in section 3.1, ABQ RIDE has been attempting to address several of these suggestions, and the department is not able to resolve the shortage without impacting riders since, without enough drivers, service is in effect suspended every day but unpredictably.

Support for proposed suspensions

Several commenters supported suspending service in order to improve reliability. Most of these comments were explicitly supportive of the proposal as a reasonable distribution of suspensions given difficult circumstances. Most commenters hoped conditions would improve soon to allow suspended service to resume. Other commenters focused on the negative consequences of missed service and suggested that ABQ RIDE should not schedule service that it was unable to provide reliably.

ABQ RIDE Consideration of Comments and Potential Changes to the Proposal

ABQ RIDE considered all comments received and potential options to address the concerns. Below are the main conclusions of this effort.

790 ARTx Blue Line

Due to the volume of concerns relayed and the fact that the 790 Blue Line is the only all-day route proposed for complete suspension on its entire length, ABQ RIDE developed but ultimately decided against an alternative to suspending the 790. A substantial consideration in proposing the 790 suspension is the fact that every stop on the 790 is also served by other routes; alternative paths to complete current trips – albeit requiring transfers and longer trips – are available. While the alternatives may be undesirable and even onerous, no current 790 rider will be stranded if the route is suspended.

Another significant consideration is the low ridership productivity of the route in the context of the route's overlay on top of other routes. The low productivity may not be obvious to riders because the route has highly directional travel patterns, with high ridership heading

to the Eastside in the morning and back to the Westside in the afternoon and evening. Those riders do not see that the buses have very few riders in the “off-peak” directions, but the buses have to return, for example, to the Westside in the morning, even though mostly empty, in order to provide the next trip in the peak direction.

Low ridership is not just a feature of the route since the pandemic. Ridership on the route peaked in 2012 and fell every year leading up to the pandemic even though ABQ RIDE did not reduce service on the route during that time; the total ridership decline over those years was 56%, so ridership in 2019 was less than half the ridership in 2012. While ridership also fell system-wide during some of those years, the rest of the system fell less than half as much as the 790, with a total decline of 27%.

While other factors may have contributed to ridership declines, underlying features of the development along route 790 make it difficult for riders to make use of the service regardless of its quality. These factors include: low residential densities, so relatively few people can walk to bus stops; intimidating walking environment to access bus stops on Coors which has six through-lanes (plus turn lanes at intersections) all carrying high volumes of high-speed traffic; few major destinations on the Westside so buses tend to have very few riders in the “off-peak” direction ultimately leading to few riders overall per vehicle-hour of service; and long distances between riders’ origins and destinations again leading to more resources required to carry riders.

Nonetheless, ABQ RIDE considered several alternatives to suspending route 790.

Less Frequent Service: Only two buses currently serve the route, so the only option to reduce frequency and save driver hours is to use only one bus. One bus would provide service every 90 to 100 minutes, a frequency that would provide such inconvenient service that few riders would use it.

Service only at peak times: Current ridership patterns are spread throughout the day, a pattern that reflects the variety of travel times that the primary users need to get to their destinations. The route does not have obvious peak ridership times when providing service would benefit many riders.

Reduce service on Central Avenue routes instead: These routes generate very high ridership with two to three times as many riders per vehicle-hour of service. (The routes operate in street and adjacent development patterns that are, for much of Central, almost the opposite of those that challenge the 790.) These routes are also running reduced service, and some additional reductions are proposed for the local route 66 Central. Furthermore, the routes serve areas with higher percentages of minority residents and low-income residents than the 790. Contrary to assertions by some 790 commenters, these routes also serve the Westside, and survey data does not indicate that most Central riders have no particular destination.

Reduce or suspend service on route 155 Coors instead: ABQ RIDE considered this option to the extent of developing a service scenario for reducing the frequency of the 155 on weekdays but not suspending it entirely. However, after considering that option in the context of this equity analysis, ABQ RIDE decided not to pursue it further. Relevant to that decision was the fact that route 155 serves parts of Coors

where no other service is available, unlike the 790. Furthermore, those portions of the 155 (south of I-40 to Gun Club) serve areas with much higher percentages of minority residents and low-income residents than the 790 on the portions of Coors north of I-40. The 790 north of I-40 serves a population that is 64.0% minority and 23.8 % low-income, whereas the 155 south of I-40 serves a population that is 90.2% minority and 51.1% low-income.

140 San Mateo-Jefferson

ABQ RIDE carefully considered the comments pointing out that suspending the 140 would leave people traveling to and from the northern portion of the route with no alternative transit options. (The proposal to suspend route 140 effectively impacts just the portion north of Jefferson and Ellison since all trips would be replaced by trips on the shorter route 141.) While ridership on this segment is much lower than the rest of the route along San Mateo (7% of total route ridership versus almost 25% of stops on the route), ABQ RIDE further considered the demographics of residents along the suspended route segment. Review of demographic data found that, while the segment does not serve a significantly higher-than-average percentage of minority residents (63.5% versus system-wide 62.7%), it does serve a significantly higher-than-average percentage of low-income residents (54.7% versus system-wide 33.2%).

Many of the people who commented about this route suggested that service continue at least at peak times. ABQ RIDE's review of ridership data supported the concept that peak-period service would benefit many riders.

Revised Proposal: Based on this analysis, ABQ RIDE has revised its proposal in order to maintain service on route 140 for approximately 4.5 hours per day (21 one-way trips of the 48 trips currently provided). These trips serve an estimated 50% of current riders in this segment of the route.

Other Route Comments

Concern about equity of route 198 98th Street suspensions: One commenter focused on potential changes to the trips he uses on an occasional deviation of the 198 to 118th Street but also more generally suggested equity concerns about changes to the route. The specific concerns related to the exact times of the trips on the route deviation and suggested that the area had grown and warranted more service.

ABQ RIDE reviewed the scheduled times for the deviation. Note that the deviation to 118th Street requires that those trips end at the Atrisco Heritage Academy High School instead of at the large shopping area at Coors and Rio Bravo, so deviating service to 118th Street involves trade-offs between ridership destinations. The proposed schedule maintains three trips per day on the 118th Street deviation. The morning trip will arrive and depart within 3 minutes of the current schedule. The proposed two afternoon trips are scheduled as close as possible to their current times – within about 15 minutes for the first and within 10 minutes for the second. The closeness of these times to their current times does not suggest changes are necessary, especially when changes would also alter trip times for the entire route.

ABQ RIDE also reviewed stop-level boarding and alighting data to look for evidence that the deviation is highly used and might warrant additional service instead of existing service to the shopping area. As of data collected in the spring of 2022, the deviation served an estimated 3.5 boardings and alightings per day, an average of about 0.5 rider per trip. Ridership to the shopping area was also low but slightly more than double the ridership per trip on the deviation. That data does not suggest that more trips should deviate to 118th Street.

Furthermore, 118th Street is literally at the edge of the developed city like other portions of the southern end of the 198 route. Subdivisions are on the east side of the street; the desert is on the west side. This lack of development on half of the street creates challenges for ridership potential not unlike those on route 790.

Finally, regarding overall equity of service suspensions on the 198, as is shown in Table 2, the percentage of suspended service on the 198 is comparable to routes 11 Lomas and 157 Louisiana-Uptown-Montaño-NWTC. These routes have higher ridership but serve areas with lower percentages of minority residents and comparable percentages of low-income households. The reductions on all three routes do not meet the “major service change” threshold and are slightly greater than the overall percentage reduction system-wide. Resulting service on route 198 will provide more weekly trips than the 1 Juan Tabo, 2 Eubank, and 31 Wyoming, all routes serving areas with lower percentages of minority residents, as well as eight other routes – and of course much more service than on all the completely suspended routes.

Maintain service on some commuters: Several commenters, along with a number of route 790 commenters, requested that various commuter routes continue in service. These included the 12 Constitution, 34 San Pedro, 92 Taylor Ranch, 96 Crosstown, and 251 Rio Rancho-Albuquerque / Rail Runner Connection.

ABQ RIDE considered these suggestions but concluded that adding to the peak requirement for drivers and vehicles to provide these very limited services for small numbers of riders was not an effective use of resources given the current staffing shortage.

Maintain frequency on some routes: A few commenters requested that frequency be maintained on several routes including the 2 Eubank, 31 Wyoming, and 66 Central. These comments generally relied on impressions that ridership was high on these routes.

After reviewing ridership data again, ABQ RIDE concluded that ridership levels did not require adjustments to the proposed suspensions. The frequency reductions apply to the peak periods, but ridership is moderate at best at those times, so the proposal adjusts the peak frequencies to match those at off-peak times. The route 66 proposal applies to the time of day with lowest per-trip ridership, before 8 AM to

9 AM. ABQ RIDE concluded that the reduced frequency (from 15 minutes to 20 minutes) could support existing ridership, particularly with the availability of the ART routes as alternatives.

Maintain some first/last trips: Several commenters requested that first and/or last trips be maintained on several routes. These routes included 1 Juan Tabo, 5 Montgomery-Carlisle-Lomas, 10 N. 4th Street, 11 Lomas, 36 12th Street-Rio Grande, 50 Airport-Yale-Downtown, 51 Atrisco, 53 Isleta, and 155 Coors.

ABQ RIDE considered each of these suggestions to look for consistency between routes based on ridership per trip. In that review, ABQ RIDE concluded that two requests warranted adjustments to the proposed suspensions.

Revised Proposal:

ABQ RIDE has revised its proposal for route 1 Juan Tabo on weekdays. Based on the follow-up review of ridership data, the department concluded that maintaining one additional southbound trip at the end of the day was warranted.

The department also reviewed and adjusted the proposal for route 36 12th Street-Rio Grande on weekdays. Comments point out that, with the suspension of route 37 (the paired loop route operating in the opposite direction), the 36 is now providing the last trip of the day. With the proposed last trip suspension, the 36 would be service ending too early for commuters to reach the ATC to transfer to the last trip. While ridership on the route is low, it provides the only service to a large area of the North Valley with the nearest alternative up to 1.5 miles away. Based on those considerations, ABQ RIDE has adjusted the proposal to maintain that last trip.

The detailed equity analysis that follows incorporates the revisions to the original proposal noted in this section.

5 Service Equity Analysis

5.1 Data Used

ABQ RIDE used recent Census and American Community Survey data to perform the equity analysis. Specifically, 2020 Census data provided population numbers by minority status at the Census block level. American Community Survey 5-year estimates for 2016 – 2020 provided data on household income status at the block group level. ABQ RIDE obtained both data sets from the Mid-Region Council of Governments and used its service area boundary to extract the blocks and block groups within its service area.

To aid in analyzing the highly detailed service proposals, ABQ RIDE categorized the service suspensions into several levels, using the percentage reductions shown in Table 2.

Service Suspension Categorization:

- Major Service Changes (per ABQ RIDE Title VI policy)
 - Complete suspension (100% service suspension)
 - Severe (>50% suspension)
 - Major (>35%)
- Non-Major Changes
 - Significant (>15%)
 - Low (>5%)
 - Mild to none (<5%)

These category levels provided greater resolution in examining the equity of suspensions. ABQ RIDE also identified route segments with greater impacts and categorized those segments accordingly so that some routes had two segments categorized differently. For example the proposed suspension of service on the northern portion of the 2 Eubank was categorized as “complete suspension” while the portion of the route from Academy to Gibson was categorized as “major” due to reduced frequency on that portion of the route. See Map 3 for the service area map with routes categorized as above.

Two pairs of routes were assessed in combination with each other. Routes 36 and 37 12th Street-Rio Grande are scheduled as a pair, with one operating the loop route clockwise and the other operating counter-clockwise. Therefore, they serve exactly the same area and were assessed as a single combined route. Similarly, routes 140 San Mateo-Jefferson and 141 San Mateo are scheduled to act as a single line where they overlap from the Veterans Administration Hospital at Gibson to the Jefferson and Ellison area at the north end. For this overlap portion, the two routes were assessed as a single combined route. The northern portion of the 140 was assessed separately.

ABQ RIDE used the routes to determine the blocks and block groups that are within walking distance of each route in order to estimate the number and percentage of minorities and low-income households for each route. The method included totaling these populations for each route and for each category of service reduction.

5.2 Analysis of Equity Impacts

The demographics of the population and households within the service area of each route and category of service suspension was analyzed to determine if the suspensions will result in a disparate impact to minority populations or a disproportionate burden to low-income households.

5.2.1 Analysis of Impacts on Minorities

Table 3 presents the summary statistics for minority and non-minority populations impacted by the various categories of service suspensions, and Table 4 presents those statistics by route. The tables indicate no disparate impact on minorities.

Map 3

Proposed Service Suspension By Route and Category

Prepared 1/2023 by ABQ RIDE

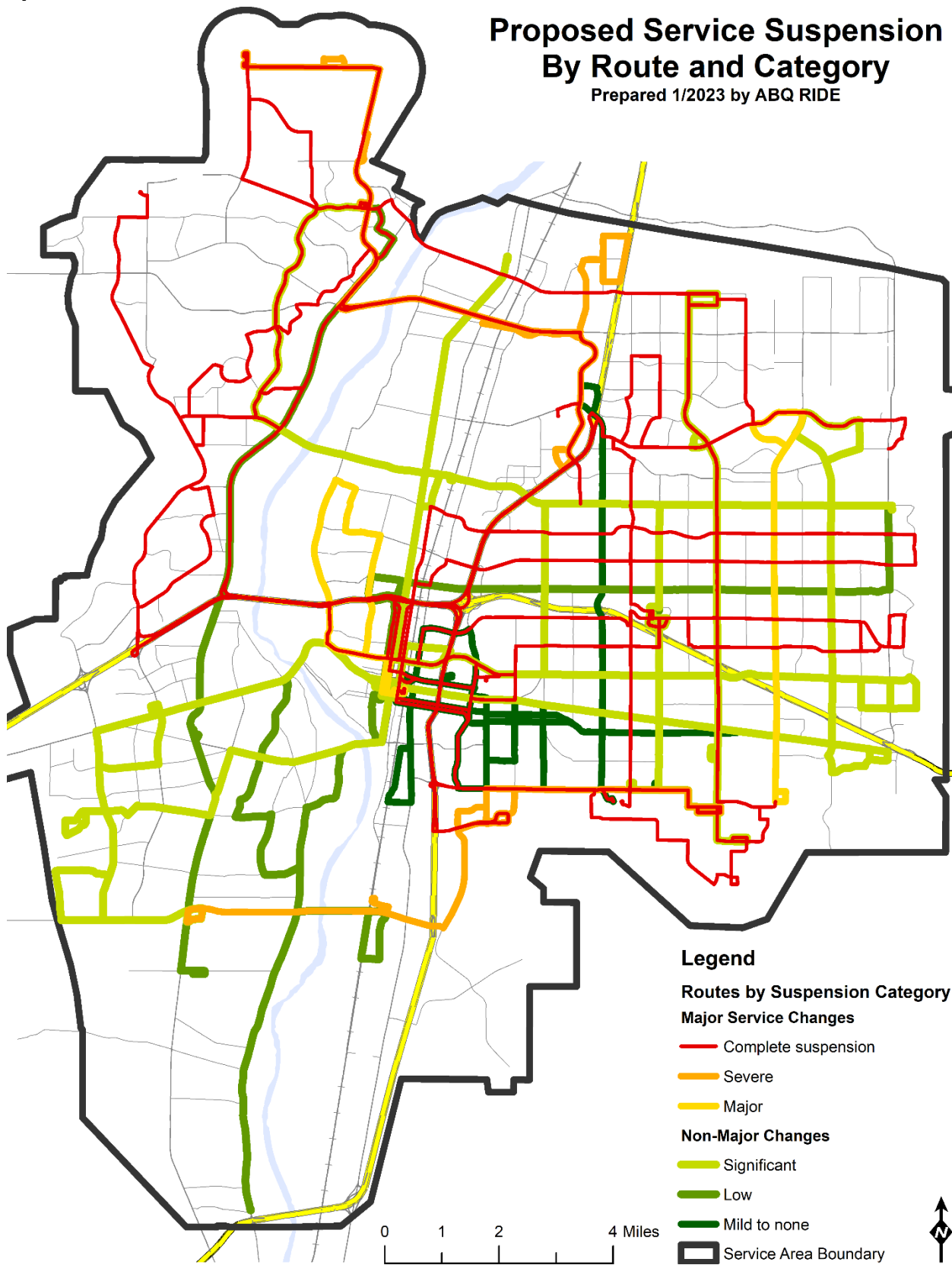


Table 3

2023 Proposed Suspensions - Minority Status by Suspension Category				
Suspension Category	Total Population	Minority Population	% Minority	% Reduction
Major Service Change	366,382	210,381	57.4%	-77%
Complete suspension	328,189	186,375	56.8%	-100%
Severe	33,669	21,654	64.3%	-85%
Major	55,211	30,449	55.2%	-47%
Non-Major Change	400,008	263,323	65.8%	-17%
Significant	293,324	187,649	64.0%	-23%
Low	156,456	109,619	70.1%	-11%
Mild to none	84,510	55,463	65.6%	-4%
Major Change, <u>Not</u> Close to Less Impacted Rt.	148,263	83,054	56.0%	
Total Service Area	680,507	426,764	62.7%	-26%

As Table 3 indicates, areas affected by major service changes are home to populations with a lower percentage of minority residents (57.4%) than the service area overall (62.7%). This comparison indicates that the suspensions will not have a net disparate impact. Even considering the categories within the set of major service changes, no category impacts minorities disparately, with the highest percentage (64.3%) for “severe” suspensions; this level is not a significant difference based on ABQ RIDE’s disparate impact policy. Furthermore, the less substantial service suspensions affect areas with higher percentages of minority residents. ABQ RIDE also assessed areas subject to a major service change that are not close to a route impacted by less substantial suspensions (non-major service changes); these are areas that have access to fewer or potentially no alternative bus service. These areas also had lower percentage of minority residents (56.0%) than the service area overall (62.7%). In other words, the areas most impacted by service suspensions had a lower percentage of minorities than the service area.

Table 4 presents similar information by route. While showing a wide variation in service suspension levels and minority percentages by route, the table indicates that no route with a major service reduction exceeds the 10% significance threshold (minority percentage greater than the service area average by 10% or more, or more than 72.7%). One route in the “severe” suspension category comes close to this threshold, route 222 with 71.2% minority residents. However, it is notable that a very similar route, 251 also serving as a connection to a Rail Runner station, has higher percentage of suspended service but a much lower percentage of minority residents. No route proposed for complete suspension has a significantly higher percentage of minorities, and most have lower percentages than average. Of the routes with the highest percentage of minority residents (51, 53, 54, 155 main segment not proposed for suspension, and 198), only the 198 has service suspensions proposed above the system average though not at the major threshold level.

Table 4

2023 Proposed Suspensions - Comparison to Pre-Pandemic Service						
Route	Total Population	Minority Population	% Minority	% Suspension	Suspension Category	Major Change?
1 - Juan Tabo	42,990	21,425	49.8%	-26%	Significant	No
2 - Eubank	44,326	21,154	47.7%	-48%	Major	Yes
2 - Eubank (<i>suspended segment</i>)	12,965	5,654	43.6%	-100%	Complete Suspension	Yes
2 - Eubank (<i>reduced frequency & hours</i>)	31,361	15,500	49.4%	-48%	Major	Yes
5 - Montgomery/Carlisle	48,199	26,226	54.4%	-24%	Significant	No
6 - Indian School Commuter	36,997	19,209	51.9%	-100%	Complete suspension	Yes
7 - Candelaria Commuter	39,470	21,930	55.6%	-100%	Complete suspension	Yes
8 - Menaul	40,349	22,875	56.7%	-11%	Low	No
10 - North Fourth Street	19,731	13,414	68.0%	-20%	Significant	No
11 - Lomas	37,969	20,531	54.1%	-33%	Significant	No
12 - Constitution Commuter	43,159	22,494	52.1%	-100%	Complete suspension	Yes
13 - Comanche Commuter	43,600	24,068	55.2%	-100%	Complete suspension	Yes
16 - University/ Gibson/ Broadway	42,653	27,355	64.1%	-2%	Mild to none	No
31 - Wyoming	40,838	22,727	55.7%	-19%	Significant	No
34 - San Pedro Commuter	42,080	24,261	57.7%	-100%	Complete suspension	Yes
36/37 - 12th Street/ Rio Grande	23,850	14,949	62.7%	-47%	Major	Yes
50 - Airport/Downtown	15,493	9,866	63.7%	-3%	Mild to none	No
51 - Atrisco/Rio Bravo	15,156	13,406	88.5%	-11%	Low	No
53 - Isleta	21,217	16,834	79.3%	-7%	Low	No
54 - Bridge/Westgate	48,376	42,332	87.5%	-17%	Significant	No
66 - Central Avenue	60,073	41,247	68.7%	-13%	Low	No
92 - Taylor Ranch Express	52,263	33,318	63.8%	-100%	Complete suspension	Yes
93 - Academy Commuter	29,743	13,708	46.1%	-100%	Complete suspension	Yes
94 - Unser Commuter	41,637	26,877	64.6%	-100%	Complete suspension	Yes
96 - Crosstown Commuter	48,588	30,506	62.8%	-100%	Complete suspension	Yes
97 - Zuni Express	34,556	23,018	66.6%	-3%	Mild to none	No
98 - Wyoming Commuter	50,898	28,915	56.8%	-100%	Complete suspension	Yes
140/141 San Mateo Route Pair	29,070	17,601	60.5%	-5%	Low	No
140 - San Mateo/ CNM Work Force	2,097	1,332	63.5%	-57%	Severe	No
141 - San Mateo	26,973	16,269	60.3%	37%	Mild to none	No
155 - Coors	55,327	39,713	71.8%	-5%	Low	No
155 - Coors (<i>suspended segment</i>)	14,650	8,676	59.2%	-100%	Complete Suspension	Yes
155 - Coors (<i>reduced hours</i>)	40,677	31,037	76.3%	-5%	Low	No
157 - Cottonwood/Montano/UTC	59,753	36,954	61.8%	-29%	Significant	No
162 - Ventana Ranch / Unser	25,124	15,896	63.3%	-100%	Complete suspension	Yes
198 - 98th / Dennis Chavez	32,726	28,998	88.6%	-31%	Significant	No
217 - Downtown-KAFB Ltd.	21,424	13,777	64.3%	-100%	Complete suspension	Yes
222 - Rio Bravo Rail Runner Connection	17,030	12,124	71.2%	-72%	Severe	Yes
250 - Airport/Downtown	2,879	1,856	64.5%	-100%	Complete suspension	Yes
251 - ABQ-Rio Rancho Rail Runner Shuttle	14,707	8,310	56.5%	-87%	Severe	Yes
551 - Jefferson - Paseo del Norte Express	17,213	10,204	59.3%	-100%	Complete suspension	Yes
766/777 ART Route Pair	55,832	36,969	66.2%	-19%	Significant	No
766 - ART Red Line	42,369	27,431	64.7%	-19%	Significant	No
777 - ART Green Line	51,275	34,536	67.4%	-20%	Significant	No
790 - Coors ARTx Blue Line	23,280	14,329	61.6%	-100%	Complete suspension	Yes
Total Service Area	680,507	426,764	62.7%	-26%		

Based on the data presented in Tables 3 and 4, ABQ RIDE has concluded that the service suspensions do not present a disparate impact on minority residents in the service area.

5.2.2 Analysis of Impacts on Low-Income Households

Table 5 presents the summary statistics for low-income and non-low-income households impacted by the various categories of service suspensions, and Table 6 presents those statics by route. The tables indicate no overall disproportionate burden on low-income populations but do indicate some specific routes where a potential disproportionate burden may result. In accordance with FTA’s Title VI Circular, the analysis below discusses steps taken to avoid, minimize or mitigate these impacts and alternatives available to passengers.

Table 5

2023 Proposed Suspensions - Income Status by Suspension Category				
Suspension Category	Total Households	Low-Income Households	% Low-Income	% Suspension
Major Service Change	177,316	59,075	33.3%	-77%
Complete suspension	160,015	53,211	33.3%	-100%
Severe	22,044	9,757	44.3%	-85%
Major	30,895	9,892	32.0%	-47%
Non-Major Change	188,541	71,163	37.7%	-17%
Significant	235,056	96,607	41.1%	-23%
Low	98,245	43,757	44.5%	-11%
Mild to none	66,349	34,013	51.3%	-4%
Major Change, <u>Not</u> Close to Less Impacted Rt.	49,829	11,383	22.8%	
Total Service Area	272,338	90,514	33.2%	-26%

As Table 3 indicates, areas affected by major service changes are home to households with an essentially equal percentage of low-income households overall (33.3%) compared to the service area (33.2%). The less substantial service suspensions affect areas with higher percentages of low-income households. The highest percentage of low-income households by suspension category is in the “mild to none” category with a significantly higher percentage (51.3%) based on ABQ RIDE’s disproportionate burden policy (10% above the average, or 43.2%), and the second-highest percentage is for the next least-impacted set of routes in the “low” category with 44.5% low-income households. These results suggest that, overall, the proposed suspensions do not present a disproportionate burden to low-income households.

Similarly, an analysis of areas most impacted with the fewest alternative options does not indicate a disproportionate burden. These areas, impacted by major service changes that are not close to other routes (with less significant suspensions), have significantly lower percentages of low-income households at

22.8%. This finding indicates that the most impacted areas with the least access to alternative transit service have the lowest percentage of low-income households of any category.

Table 5 does, however, show one category of “major service change” (“severe”) for which the percentage of low-income households is significantly higher than the system average (44.5% versus 33.2%). Similarly, Table 6, which presents similar information by route, also shows five routes or route segments with major service changes and significantly higher percentages of low-income households.

Table 6 also indicates that another eleven routes, also with significantly higher-than-average percentages of low-income households, have less significant suspensions proposed, below the major service change threshold.

The five routes with significant low-income percentages and major service changes are discussed below.

34 San Pedro: This route is the only north/south route that is ½ mile from its neighboring north/south routes; all other similar routes on the Eastside are one mile apart. Its major destination is the VA Hospital; routes 140 and 141 San Mateo also serve the hospital at some of the highest frequencies in the route network (every 15 minutes). This route pair provides a reasonable alternative to route 34, while some other trips may be better served by route 157 on Louisiana. That route shares a common stop location with route 34 at the Uptown Transit Center and could provide another viable option. Given these alternatives and the low level of ridership on route 34, ABQ RIDE has concluded that this impact has been adequately mitigated.

140 San Mateo-Jefferson (northern segment): As discussed in detail in the responses to public comments, this impact was identified during the public comment period, and ABQ RIDE adjusted its proposal for provide service on this segment during peak periods to allow travel in both directions during these times. With this adjustment and in recognition of the low ridership on this segment, ABQ RIDE has minimized the impact of the proposed suspensions.

217 Downtown-KAFB Limited: This route provides a timed connection to some trips of the Rail Runner commuter train and serves areas also served by other bus routes. While less convenient due to required transfers for some destinations, alternative routes are available to complete trips previously completed on route 217. Based on those alternatives and the low level of ridership on route 217, ABQ RIDE has concluded that this impact has been adequately mitigated.

222 Rio Bravo Rail Runner Connection: This route also primarily provides timed connections to some trips of the Rail Runner commuter train. Based on stop-level boarding and alighting ridership data from spring 2022, ABQ RIDE concluded that a portion of the route west of the Rail

Runner station could receive less service, and a comment during the public comment period confirmed that ridership on that segment was minimal or non-existent. The route also previously provided multiple trips meeting the same train trips due to high ridership in years now long past (i.e. 2008/2009); those duplicative trips, while providing more conveniently direct service for some riders, are no longer warranted based on ridership levels. Based on those factors, ABQ RIDE has concluded that this impact has been adequately minimized.

250 Airport/Downtown Express: This route also provides timed connections to some trips of the Rail Runner commuter train and provides non-stop service between the downtown commuter rail station / bus transit center and the airport. Service between those endpoints is also provided all day every half-hour by the local route 50. Based on that alternative route, low ridership, and the fact that the route primarily served airport travelers rather than local residents, ABQ RIDE has concluded that this impact has been adequately mitigated.

Given these mitigations and the net lower impact system-wide on low-income areas, ABQ RIDE has concluded that the service suspensions do not present a disproportionate burden to low-income households in the service area.

6 Conclusion

As required by FTA rules, this equity analysis examined the impact of proposed service suspensions due to staffing shortages on minority and low-income residents in comparison to non-minority and non-low-income residents in the service area. The analysis looked for significant differences and assessed whether the proposed suspensions would create disparate impacts for minority residents or disproportionate burdens for low-income households.

The analysis concludes that the proposed suspensions, while undesirable and difficult for many riders as well as for ABQ RIDE, do not create a disparate impact on minority residents or a disproportionate burden on low-income riders. The analysis identifies that the greatest impacts of the service suspensions overall fall on areas with lower-than-average minority population areas. Similarly, overall the suspensions affect areas with lower-than-average percentages of low-income households. The analysis identified several individual routes with potential for disproportionate burdens on low-income riders, but where ridership warranted and where alternatives were not available ABQ RIDE has adjusted the proposed suspensions to mitigate that impact.

Table 6

2023 Proposed Suspensions - Comparison to Pre-Pandemic Service by Route by Income						
Route	Total Households	Low-Income Households	% Low-Income	% Suspension	Suspension Category	Major Change?
1 - Juan Tabo	24,710	7,506	30.4%	-26%	Significant	No
2 - Eubank	23,461	5,330	22.7%	-48%	Major	Yes
2 - Eubank (<i>suspended segment</i>)	5,100	597	11.7%	-100%	Complete Suspension	Yes
2 - Eubank (<i>reduced frequency & hours</i>)	18,361	4,733	25.8%	-48%	Major	Yes
5 - Montgomery/Carlisle	29,194	10,747	36.8%	-24%	Significant	No
6 - Indian School Commuter	23,839	9,560	40.1%	-100%	Complete suspension	Yes
7 - Candelaria Commuter	22,933	8,863	38.6%	-100%	Complete suspension	Yes
8 - Menaul	25,851	10,497	40.6%	-11%	Low	No
10 - North Fourth Street	11,964	5,483	45.8%	-20%	Significant	No
11 - Lomas	24,117	9,025	37.4%	-33%	Significant	No
12 - Constitution Commuter	25,907	10,278	39.7%	-100%	Complete suspension	Yes
13 - Comanche Commuter	25,772	9,868	38.3%	-100%	Complete suspension	Yes
16 - University/ Gibson/ Broadway	22,993	11,669	50.8%	-2%	Mild to none	No
31 - Wyoming	21,198	7,508	35.4%	-19%	Significant	No
34 - San Pedro Commuter	24,246	10,978	45.3%	-100%	Complete suspension	Yes
36/37 - 12th Street/ Rio Grande	12,534	5,159	41.2%	-47%	Major	Yes
50 - Airport/Downtown	9,014	5,055	56.1%	-3%	Mild to none	No
51 - Atrisco/Rio Bravo	6,824	3,109	45.6%	-11%	Low	No
53 - Isleta	10,327	5,275	51.1%	-7%	Low	No
54 - Bridge/Westgate	19,560	9,048	46.3%	-17%	Significant	No
66 - Central Avenue	33,299	16,787	50.4%	-13%	Low	No
92 - Taylor Ranch Express	34,885	10,874	31.2%	-100%	Complete suspension	Yes
93 - Academy Commuter	18,762	6,317	33.7%	-100%	Complete suspension	Yes
94 - Unser Commuter	21,745	6,034	27.7%	-100%	Complete suspension	Yes
96 - Crosstown Commuter	26,399	8,078	30.6%	-100%	Complete suspension	Yes
97 - Zuni Express	18,005	9,729	54.0%	-3%	Mild to none	No
98 - Wyoming Commuter	27,159	9,712	35.8%	-100%	Complete suspension	Yes
140/141 San Mateo Route Pair	18,109	8,530	47.1%	-5%	Low	No
140 - San Mateo/ CNM Work Force	1,772	970	54.7%	-57%	Severe	No
141 - San Mateo	16,337	7,560	46.3%	37%	Mild to none	No
155 - Coors	28,706	9,139	31.8%	-5%	Low	No
155 - Coors (<i>suspended segment</i>)	6,762	1,050	15.5%	-100%	Complete Suspension	Yes
155 - Coors (<i>reduced hours</i>)	21,944	8,089	36.9%	-5%	Low	No
157 - Cottonwood/Montano/UTC	35,474	13,488	38.0%	-29%	Significant	No
162 - Ventana Ranch / Unser	13,204	2,378	18.0%	-100%	Complete suspension	Yes
198 - 98th / Dennis Chavez	10,684	4,017	37.6%	-31%	Significant	No
217 - Downtown-KAFB Ltd.	12,123	6,804	56.1%	-100%	Complete suspension	Yes
222 - Rio Bravo Rail Runner Connection	10,795	5,313	49.2%	-72%	Severe	Yes
250 - Airport/Downtown	2,343	1,308	55.8%	-100%	Complete suspension	Yes
251 - ABQ-Rio Rancho Rail Runner Shuttle	11,249	4,444	39.5%	-87%	Severe	Yes
551 - Jefferson - Paseo del Norte Express	12,780	4,810	37.6%	-100%	Complete suspension	Yes
766/777 ART Route Pair	35,967	18,261	50.8%	-19%	Significant	No
766 - ART Red Line	26,355	13,764	52.2%	-19%	Significant	No
777 - ART Green Line	31,800	16,021	50.4%	-20%	Significant	No
790 - Coors ARTx Blue Line	14,368	5,549	38.6%	-100%	Complete suspension	Yes
Total Service Area	272,338	90,514	33.2%	-26%		

APPENDIX 1 Public Notice & Proposal

Title VI Service Equity Analysis of Suspensions Due to Staffing Shortage

Proposed Service Suspensions Due to Staffing Shortages

For Public Comment as of 12/23/2022

*Revised 1/31/2023 Based on
Public Comment & Equity Analysis*

Why Suspend Some Service?

ABQ RIDE is experiencing severe staffing shortages with vacancies among approximately one out of every three driver positions. Despite a recent increase in driver pay and hiring bonuses, the staffing shortage has not yet improved. Most days, ABQ RIDE lacks enough drivers to cover all scheduled service, even with drivers working over-time hours and supervisors filling in as much as possible.

In all, ABQ RIDE is missing about 7% of its scheduled service, but exactly which routes are not running regularly scheduled service varies from day to day depending on driver availability. The result is unreliable service with riders left unsure whether the bus trips they rely on will actually show up.

The proposed service suspensions below are intended to achieve more reliable service for riders so that, even if service is not as convenient as riders (and ABQ RIDE) would like, at least the service shows up as scheduled.

ABQ RIDE has developed the list of proposed service suspensions based on ridership data with the goal of maintaining as much of a distribution of useful service as possible. The proposal attempts to spread the reductions equitably in terms of where low-income and minority populations live in the city. The result is some service reductions for higher-ridership routes in order to preserve service in areas that serve vulnerable populations.

Descriptions of Proposed Suspensions by Route

Following are general descriptions of the changes proposed for each route. More detail, including actual proposed schedules, will be provided in early January. Each listing also includes a note about how much of pre-pandemic service the route is currently operating, since many routes are already running reduced service.

What's Next: Public Comments then Analysis and Council Approval

ABQ RIDE has to suspend a significant amount of service, but we want to know if suspensions should be shifted between routes. Please let us know what you think!

As required by the Federal Transit Administration, an equity analysis will be conducted on the proposal after the public comment period has closed. We anticipate the service equity analysis to be completed by the end of January at which point it will be routed through City Council for approval.

Provide comments on this proposal by Friday 1/20/2023:

ABQRIDESuggestions@cabq.gov

505-243-7433

ABQ RIDE / 100 1st St. SW / Albuquerque, NM 87102 / Attention: Service Suspensions

APPENDIX 2
Public Notice & Detailed Proposal Summary

**Title VI Service Equity Analysis of
Suspensions Due to Staffing Shortage**

***Revised 1/31/2023 Based on
Public Comment & Equity Analysis***

1 Juan Tabo:

(Currently operating full pre-pandemic service.)

- Weekdays: Reduced frequency from 30 min. peak/45 min. off-peak to ~40 min. all day; early AM trips suspended. **Proposal revision 1/31/2023: additional PM trip remains**
- Saturdays: No change.
- Sundays: No change.

2 Eubank:

(Currently operating 88% of pre-pandemic service.)

- Weekdays: Reduced frequency from 30 min. peak/60 min. off-peak to ~60 min. all day; service from ~7:00 AM to 6:30 PM.
- Saturdays: No change.
- Sundays: No change.

5 Montgomery-Carlisle-Lomas:

(Currently operating 77% of pre-pandemic service.)

- Weekdays: Suspend last eastbound trip.
- Saturdays: No change.
- Sundays: No change.

6 Indian School Commuter:

(Before suspension was operating 50% of pre-pandemic service.)

- Weekdays: Service suspended in November 2022.

7 Candelaria Commuter:

(Currently operating 50% of pre-pandemic service.)

- Weekdays: Suspend service.

8 Menaul:

(Currently operating 85% of pre-pandemic service.)

- Weekdays: No change.
- Saturdays: No change.
- Sundays: No change.

10 N. 4th Street:

(Currently operating 75% of pre-pandemic service.)

- Weekdays: Suspend last southbound trip.
- Saturdays: Suspend trips (3) after 8:00 PM.
- Sundays: No change.

APPENDIX 2
Public Notice & Detailed Proposal Summary

**Title VI Service Equity Analysis of
Suspensions Due to Staffing Shortage**

**Revised 1/31/2023 Based on
Public Comment & Equity Analysis**

11 Lomas:

(Currently operating 67% of pre-pandemic service.)

Weekdays: Suspend last trip in each direction.
Saturdays: No change.
Sundays: No change.

12 Constitution Commuter:

(Currently operating 50% of pre-pandemic service.)

Weekdays: Suspend service.

13 Comanche Commuter:

(Before suspension was operating 50% of pre-pandemic service.)

Weekdays: Service suspended in November 2022.

16 Broadway-University-Gibson:

(Currently operating 100% of pre-pandemic service.)

Weekdays: No change.
Saturdays: Suspend first trip and last trip in each direction.
Sundays: No change.

31 Wyoming:

(Currently operating 87% of pre-pandemic service.)

Weekdays: Reduced frequency from 30 min. peak/45 min. off-peak to ~40 min. all day; service from ~6:30 AM to 7:30 PM.
Saturdays: No change.
Sundays: No change.

34 San Pedro Commuter:

(Currently operating 50% of pre-pandemic service.)

Weekdays: Suspend service.

36 12th Street-Rio Grande:

(Currently operating 100% of pre-pandemic service.)

Weekdays: ~~Suspend last trip.~~ **Proposal revision 1/31/2023: No suspension on weekdays**
Saturdays: Suspend first and last trips.

37 Rio Grande-12th Street (opposite loop from 36):

(Before suspension was operating 100% of pre-pandemic service.)

Weekdays: Service suspended in November 2022.

***Revised 1/31/2023 Based on
Public Comment & Equity Analysis***

50 Airport-Yale-Downtown:

(Currently operating 100% of pre-pandemic service.)

- Weekdays: Suspend last trip in each direction.
- Saturdays: No change.
- Sundays: No change.

51 Atrisco:

(Currently operating 100% of pre-pandemic service.)

- Weekdays: Suspend first trip and last trip northbound only.
- Saturdays: Suspend first two and last two northbound trips as well as first two and last one southbound trips.

53 Isleta:

(Currently operating 100% of pre-pandemic service.)

- Weekdays: Suspend last trip in each direction.
- Saturdays: Suspend first two northbound trips.

54 Bridge-Westgate:

(Currently operating 100% of pre-pandemic service.)

- Weekdays: Reduce frequency from ~45 min. to ~50 min. and suspend first westbound trip and last trip in each direction.
- Saturdays: Suspend last 3 eastbound trips and last 2 westbound trips.

66 Central:

(Currently operating 92% of pre-pandemic service.)

- Weekdays: Reduce frequency from ~15 min. to 20 min. from 6:00 AM to 8:00 AM. Suspend last 2 trips in each direction.
- Saturdays: Reduce frequency from ~15 min. to 20 min. from 6:00 AM to 9:00 AM. Revised evening schedule; last trip starts ~10:45-11:00 PM each direction.
- Sundays: Reduce frequency from ~15 min. to 20 min. from 6:00 AM to 9:30 AM.

92 Taylor Ranch Commuter:

(Currently operating 50% of pre-pandemic service.)

- Weekdays: Suspend service.

93 Academy Commuter:

(Before suspension was operating 50% of pre-pandemic service.)

- Weekdays: Service suspended in August 2022.

APPENDIX 2
Public Notice & Detailed Proposal Summary

Title VI Service Equity Analysis of
Suspensions Due to Staffing Shortage

Revised 1/31/2023 Based on
Public Comment & Equity Analysis

94 Unser Commuter:

(Before suspension was operating 50% of pre-pandemic service.)

Weekdays: Service suspended in August 2022.

96 Crosstown Commuter:

(Currently operating 19% of pre-pandemic service.)

Weekdays: Suspend service.

97 Zuni:

(Currently operating 100% of pre-pandemic service.)

Weekdays: Suspend last westbound trip.

98 Wyoming Commuter:

(Before suspension was operating 50% of pre-pandemic service.)

Weekdays: Service suspended in November 2022.

140/141 San Mateo-Jefferson:

(Currently operating 100% of pre-pandemic service.)

Weekdays: Suspend service on route 140 and replace with 141 trips – i.e. suspend service north of Jefferson & Ellison. Suspend service to Gulton Court.

Saturdays: No change.

Sundays: No change.

Proposal revision 1/31/2023: maintain 140
service from ~6:30 AM to 8:30 AM and
from ~2:45 PM to 5:15 PM.

155 Coors:

(Currently operating 100% of pre-pandemic service.)

Weekdays: Suspend service north of the Northwest Transit Center (along Ellison, McMahon, and Unser to Southern & Unser).

Saturdays: Suspend first and third southbound trips.

Sundays: No change.

157 Louisiana-Uptown-Montaño-NWTC:

(Currently operating 71% of pre-pandemic service.)

Weekdays: Suspend last northbound trip

Saturdays: No change.

Sundays: No change.

162 Ventana Ranch Commuter:

(Before suspension was operating pre-pandemic service only on request.)

Weekdays: Service suspended in August 2022.

***Revised 1/31/2023 Based on
Public Comment & Equity Analysis***

198 98th Street:

(Currently operating 95% of pre-pandemic service.)

Weekdays: Reduce frequency from ~30 min. to ~45 min. from ~6:30 AM to 9:30 PM.
Saturdays: Reduce frequency from ~30 min. to ~45 min. from ~6:30 AM to 8:00 PM.
Sundays: Reduce frequency from ~30 min. to ~45 min. from ~6:30 AM to 5:30 PM.

217 Downtown-Kirtland AFB Limited:

(Before suspension was operating 100% of pre-pandemic service.)

Weekdays: Service suspended in November 2022.

222 Rio Bravo-Sunport-Kirtland:

(Currently operating 47% of pre-pandemic service.)

Weekdays: Service to KAFB's Area IV suspended; all trips will start/end at Building 800. Second AM trip and first PM trip shortened to just between the Rail Runner station and KAFB Bldg. 800, so only the first AM trip and second PM trip will provide service on Rio Bravo west of 2nd to Coors.

250 Downtown-Airport Express:

(Before suspension was operating 45% of pre-pandemic service.)

Weekdays: Service suspended in November 2022.

251 Rio Rancho-Albuquerque / Rail Runner Connection:

(Currently operating 20% of pre-pandemic service.)

Weekdays: Second AM trip and first PM trip shortened to just between the Rail Runner station and the Jefferson corridor, so only the first AM trip and second PM trip (connecting to the Rail Runner's #102 and #101 Express trips) will provide service to the Westside and Rio Rancho.

551 Jefferson-Paseo Del Norte Express:

Weekdays: Service suspended in March 2020.

766/777 ART Red and Green Lines:

(Currently operating 78% of pre-pandemic service.)

Weekdays: No change.
Saturdays: No change.
Sundays: No change.

790 ARTx Blue Line

(Currently operating 39% of pre-pandemic service.)

Weekdays: Suspend service.
Saturdays: Suspend service.

APPENDIX 2

Title VI Service Equity Analysis of Suspensions Due to Staffing Shortage

Proposed Service Suspensions – Winter 2022/2023

Public Comments Received

12/23/2022 – 1/27/2023

From: Lori Lelii
Sent: Saturday, December 24, 2022 6:28 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

I would implore you to reconsider permanently suspending the 790 Blue Line, especially if you are also considering suspending the 92 commuter line.

It's bad enough that the route is operating at less than half of the pre pandemic schedule. Those of us who commute to and from work have already had to adjust to the decreased service.

These routes provide service for UNM and CNM students as well as University system healthcare workers (and patients) that live in northwestern Albuquerque and Rio Rancho. To my knowledge, these are the only routes that provide a direct service between both areas.

I have often seen visually impaired passengers that would also be quite negatively impacted.

Removing access to this service would be detrimental to many.

Perhaps there could be another option such as creating one express type commuter line that runs from 6-930 AM and 3-7 PM.

Thank you for your time and consideration.

Respectfully,

Lori Lelii

From: Juan Tena
Sent: Saturday, December 24, 2022 7:05 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Route Suspensions?

I had, unfortunately, read this morning that another city initiative is in the works for altering our public transportation. I frequent the 140 bus route and have been using it for years to commute to and from work so I was alarmed to see that a proposal is set to completely suspend the whole route. I always see people on this route early in the morning up until its last run at 5 pm (especially during Balloon Fiesta) so I know the analytics are there to validate its existence.

Having said that, there is no one I appreciate more than our bus drivers. I understand there are shortages and it's leaving the staff winded and so I'm only suggesting suspending certain routes that I believe are too frequent or noneffective for the working class. I am of course referring to the Central routes. In my experience, the Central bus will have intervals of 10 minutes not including the ART busses or the Rapid Rides, often all three can be visible simultaneously on one block alone. I am in the hope you will consider allocating drivers away from the Central routes and disperse them to the routes more needed by everyday Burquenos.

I'd like to conclude by saying that I do volunteer with the City of Albuquerque in the Transit Volunteers group, ensuring our bus stops remain presentable. If the 140 were to cease operating that would mean all 3 of my Adopted Stops would be completely abandoned leaving the door open for squalor.

Thank you for your consideration!

Joone A. Tena
505.240.7529

From: m.tokach@posteo.net
Sent: Saturday, December 24, 2022 8:34 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

I know tomorrow is Christmas Eve but you have certainly put a mess on my needed trips for necessities in Albuquerque. I have just read the proposed schedule changes starting upon acceptance next year. I am a senior citizen and do not own a car. My travel is limited to purchasing supplies and the occasional physician appointment(s). For this I use the bus system. Fortunately the ART line is close to me but due to the ongoing and downhill situation of certain individuals who ride the bus or hang out at the bus stops my travel is now much more limited. I used to travel to some shops on Central but no longer. There have been too many incidents that have made me consider that I would be in danger.

To that end, I have been using the 790 bus to get to the Cottonwood Mall where there is ample shopping and a variety of shops/stores where if one item is not available I do not have to walk too far. There is also the 155 bus that runs up that way but that is a local bus, which not only takes longer but in order to get it I have to wait at Central/Coors which is a truly not safe area.

Eliminating the 790 bus gives me fewer options to do what needs to be done. I am not in a financial position to take a car service when I need to travel and a car, well that is out of the question.

I am sure I am one of many who will be voicing their feelings about this but I do believe that you have already made up your mind.

The fact that you do not have enough bus drivers is something that is on your plate and you should not be penalizing the ridership for not being able to keep your drivers working.

If I could, given this and many other things going on in this city, if I could leave and move out of Albuquerque I would.

Sincerely,
Madeleine

From: alorah lavender
Sent: Sunday, December 25, 2022 6:13 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

Dear Ones,

Although I do not ride the bus at this time, I think it is a great hardship to suspend service.

I think what we should be doing is doubling efforts on hiring bus drivers; ie, pay higher salaries, benefits, etc.

I have often thought that Albuquerque should provide more public transportation, not less.

Thank you,

Alorah Lavender

From: ER
Sent: Sunday, December 25, 2022 10:27 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Route Changes

Good morning.

I am writing to voice my objection to the proposed cuts to the 790 route. This route is used by many UNM students and staff. While I appreciate the need to cutback on services across the board, I do think that cancelling the 790 in its entirety is a mistake. I saw that ridership is down, but how much of that is due to the uneven service we have experienced in the past few months? When students and patrons cannot rely on the scheduled service it seems reasonable that they would consider alternate means of transportation. I feel that offering a *reduced* service (a handful of AM runs and a handful of PM/afternoon runs) that CABQ can reliably offer given current staffing levels would be better than no service at all. This would offer folks a chance to get to downtown and the campus and back.

Sincerely,
Eugene

From: Sarah Stephen
Sent: Sunday, December 25, 2022 12:12 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: proposed service suspensions comment

Service cuts aren't the answer. They'll only lower ridership because they'll make service less reliable than it already is. Pay drivers more instead. A \$1000 sign on bonus is pitiful. Ask the council and other entities for more funding.

Thank you for your work,

Sarah Stephen

From: Dawn Lustig
Sent: Tuesday, December 27, 2022 12:51 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

Hello,

These changes seem like a reasonable solution to support more reliable service, especially important for those of us relying on the service to get to work.

Thank you,
D. Lustig
Int'l District

From: Jill Blacharsh
Sent: Wednesday, December 28, 2022 6:38 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

The two of us are in our 70's and have been using ABQ ride to commute to and from work for more than a decade, starting and returning near Knob Hill. We split up and get back together at Central and San Mateo; the MD takes the 140 or 141 to Journal Center; the PhD takes the 157 to Sandia Labs, where running just a few early morning and late afternoon 157 buses onto KAFB AFB works fine. Rather than stop all the 140s at Ellison, why not have one or two early and late commuter runs, like on the 157?

From: Stephanie Lynch-Poe
Sent: Thursday, December 29, 2022 12:34 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Please don't end ART 790 Please don't end ART 790

I am an UNM Student from Rio Rancho. I am 61 with some walking difficulties.

I take the bus to UNM. Please don't suspend it. Make it 4 or 6 runs a day, but please do not suspend it. Parking is so expensive on campus. And crowded. And it is not safe for me to park, pay to park, and walk to campus.

I would GLADLY pay to ride the bus. I depend on it. Without it, I don't know how I would get to school.

I take the 790 from the Northwest Transit center all the way to UNM. There are folks who work at the UNMH that ride as well. One is a blind woman who needs public transportation. Other students ride as well.

Seek joy, y'all
Arwen Lynch-Poe

From: Sue Thomas
Sent: Thursday, December 29, 2022 2:16 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Proposed route changes

Hello – I am writing regarding the proposed change to the 140/141 San Mateo route.

I work at Alameda west of Jefferson and with the proposed suspension of the route, I will have no way to get to work or get home from work. I do not drive and it is too far to walk or bike to work (8+ miles). This change will require me to bike almost 4 miles to work in the evenings on a very dark bike trail (and into the wind most days) and along Osuna OR bike down Jefferson to get to the nearest 141 stop to finish getting home. Osuna heading east is NOT bike friendly. Jefferson has sporadic bike lanes and is not well lit.

It would be more feasible to offer two or three runs in the morning and then at three runs in the afternoon. I normally catch the bus going south from Alameda and Jefferson either on the 4:11, 4:42 or 5:14 times. There are always a decent number of people getting on north of Osuna, including students from CNM, elderly or borderline homeless who work either at the school near Masthead or north of Paseo at the warehouses. I suspect these people also would not have a way of getting to work or back home if the 140 was suspended.

One question that always comes up is, why do we have so many rapid ride routes? Changing the frequency or eliminating some of the mid-day services could free up the resources needed to keep the morning and evening runs of the 140 intact.

Thanks,
- Sue

From: William Tatman
Sent: Thursday, December 29, 2022 8:08 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Necessary routes

I'm disdained to hear about the proposed route cutbacks. I think all planning should be done with the long term goals in mind of returning to 100% service after current employment trends abate.

Personally, I think it is downright criminal to completely abolish the service between Alvarado Transit Center and the Albuquerque Sunport. This is a critical connection that is not just for tourists, I use transit every time I fly out of Albuquerque. Please do not cancel or curtail this service! I also use the #37 Service sometimes and find it to be really convenient.

thanks,
Will Tatman

From: elliejeanjohnson
Sent: Friday, December 30, 2022 1:53 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

Hello,

I am writing to express my desire that the 790 ARTx Blue Line not be suspended on weekdays. I am a student at the University of New Mexico who lives on the westside and I consistently use that route to get to and from the university. My husband and myself share one vehicle and having the 790 route has made our lives easier by not forcing us to purchase a second vehicle.

Thank you for your consideration,
Ellie Larence

First Name: Susan
Last Name: Thomas
Description: caller states that she read that the 140 may be eliminated she states that she read it on line a the ABQ webpage she read that she should express her concern about the route being eliminated

First Name: Calen
Last Name: Ellefson
Description: Caller takes the bus and is a caregiver. He cannot take care of his patient consistently and this is a matter that must be addressed. More buses scheduled than drivers. Very upset and wants transit to work with the Mayor to resolve. If we don't have the drivers then don't schedule the buses.

From: Alejo Gonzalez
Sent: Tuesday, January 3, 2023 11:08 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Needs more service cuts.

Needs more security.

From: Alexis Amodio-Cardwell
Sent: Tuesday, January 3, 2023 1:50 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: 790 Route Suspension Concerns

Hello,

My name is Alexis. I am a student at UNM, and I also ride the **790 ARTx Blue Line** to and from UNM.

The reason why I am emailing you is because I would like to voice my concerns regarding the proposed service suspensions. I, along with many other students, faculty, and staff who live on the west side, ride the **790 ARTx Blue Line** to and from UNM. Since enrolling at UNM in Fall 2019, I have been riding this route every weekday. The **790 ARTx Blue Line** has always been convenient, reliable, affordable, *and* safe for individuals like me who ride this route to and from UNM. If this route were to get suspended, myself and others would have no means of transportation, which would hinder our academic success. To add to this, ABQ RIDE has said that they have “developed the list of proposed service suspensions [...] with the goal of maintaining as much of a distribution of useful service as possible.” If ABQ RIDE decides to suspend the **790 ARTx Blue Line**, then they would be suspending what we consider to be one of the most useful services – a rather strong contradiction to the statement that was made by ABQ RIDE.

I acknowledge the fact that the City of Albuquerque Transit Department has been facing driver shortages (which is extremely unfortunate). However, I don’t believe suspending a route that is frequently used by students and professionals is the right decision – in fact, I find it appalling and outrageous, to say the least. I also found it shocking to read how the 790 is “currently operating 39% of pre-pandemic service.” Anytime I have ridden the bus, there have been many people. I don’t know if this result is due to the fact that some drivers have not been pushing the button on the machine that signals when a passenger boards the bus.

As one might know, college by itself is already expensive. Having to worry about transportation would make it even more challenging. Please do the right thing, and do not suspend the **790 ARTx Blue Line**.

Please feel free to contact me if you have any questions/want to hear more.

Best,
Alexis Amodio-Cardwell

From: Judy Turrietta
Sent: Wednesday, January 4, 2023 3:43 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

I have been riding the 790 for the last 8 years. I live in Rio Rancho and I work at UNM hospital. I don’t want you to cancel this service. There are a lot of UNM employees who use this route. I know of one person who depends on the bus..The idea of no 790 bus route is making him thinking of moving closer to the hospital. You also have a lot of the college students using the 790. A big mistake!!!! Why don’t you cut down on the routes going up and down Central? Sincerely, Judy Turrietta

From: SHURLEY, ERIC
Sent: Wednesday, January 4, 2023 4:16 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

Good afternoon,

As an employee of CNM Main Campus I am requesting that the 790 ARTx to remain open and available. This route is the only available service for UNM, UNMH, and CNM staff and students. It gets these riders to their destination without a lot of fuss.

Same with the afternoon this gets riders home even in the worst of traffic.

Another route I hope to see remain open is the Route 92 as the same riders as the 790 take this route too when the 790 is between stops. But It remains a better idea to keep the 790 running.

I implore you to keep the 790 available to students, staff and faculty.

Thank you

Eric Shurley
Assessment Technician
CNMCC Main Campus Assessment Center

From: Michael Trujillo
Sent: Thursday, January 5, 2023 2:25 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Bus 36 proposed change

Hello,

I just saw the proposed change for bus line 36. This would include suspension of the last trip during the weekdays. As bus line Route 37 has already been suspended this change will make the routes that extend along Rio Grande unusable for those that work an 8 to 5 work day. Most, including me, would be unable to reach ATC in time to catch the 5:05 bus in order to return home. As a result, I will be unable to use the bus. My travel is already longer as a result of the suspension of route 37. Please do suspend last trip of the day and make it impossible for me to commute to work.

Michael Trujillo

From: Ann-Marie Yaroslaski
Sent: Thursday, January 5, 2023 5:52 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

Please keep the 790 going. I have been taking it since it started many years ago. It keeps the west side connected to the rest of Albuquerque. It keeps cars off of the bridges, keeping traffic down. As we all

know, traffic to the west side is horrible. Parking is an issue in Old Town, the court houses, and UNM so when we take the 790 we don't have to take the limited number of parking spots. I realize ridership is down but there are still a lot of people on this bus.

Ann-Marie

From: Fr. Chris Zugger
Sent: Thursday, January 5, 2023 8:13 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Route changes

Here are some comments:

1. Obviously something has to give since there are not enough drivers for either the fixed routes or Sun Van. I use both systems, and I have been a user of public transit for over 60 years. I have used a power wheelchair to get around for over 25 years, and rely on public transportation since there are no wheelchair friendly alternatives in this city. Unfortunately my experience is that once something is removed from government service, it is very hard to get it back. So I have a suspicion that whatever your office decides, Albuquerque will see truncated public transit for a long time, which is bad for the city, the blue-collar population, the handicapped, and the environment. Also the buses on the affected routes are going to be more crowded - which is going to make my life more difficult. Sun Van is overbooked, and "call when ready" now means waits of up to an hour after a doctor appointment. You can call 3 days in advance to get rides around a scheduled appointment, and end up having to take a ride 90 minutes in advance of your time. I take the bus so as to leave the van free for those unable to use the bus, but there are a lot of places in this city that are already inaccessible by bus. These cuts - and I recognize you don't have the driving staff anymore - are going to make my life harder.

2. I use the 140/141; 11; 8; 5; 66; 157; 31; 766; 777 routes.

3. Re: 140/141 changes - instead of completely eliminating the 140, would it be possible to run one every hour? Or at least in the mornings and perhaps late afternoon? The buses on San Mateo are going to be pretty crowded, especially the green ones which don't have as many seats as the red ones. I've already had moments where people were reluctant to give up their seats so that I could get on in my wheelchair (forgetting that at least they can stand/ walk).

4. For 31: what is the definition of off peak time? That is not given. Can you please say what that is?

5. Why is it that certain cities have wheelchair accessible taxis/ Uber/ Lyft but Albuquerque does not? Why are we always behind when it comes to handicap transportation?

Thank you for taking the time to read this.

--

Father Christopher Zugger

From: Tricia Hiser
Sent: Friday, January 6, 2023 1:59 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

ABQRIDE user's recommendations to proposed changes:

I have been a regular user of the ABQRIDE service for several years now predominantly in the city's far and near Northeast Heights regions. It is my recommendation that Juan Tabo Route 1* proposed changes be modified as follows: 1) DO NOT suspend early morning services by suspending all early AM trips. Keep in mind that Route 1 serves at least four major, large-scale campuses dependent on ABQRIDE, including two high school, one middle school and the Montano CNM college, making early arrivals mandatory for student and employee users; 2) The suggested modification to every 40 minutes all day from every 30 minutes, including the early morning stops, is a fair reduction; 3) Leaving Saturday and Sunday "as is" is fine. 4) The proposed changes to the Wyoming bus route is not accommodatable because it is already a very packed bus on weekdays and reductions will result in passenger overflow, standing room only, increased anxiety, etc. Also, it is an important route for SNL and US air force base gate access. Please respond and thank you for your consideration regarding these modifications.

*(Currently operating full pre-pandemic service.) Weekdays: Reduced frequency from 30 min. peak/45 min. off-peak to ~40 min. all day; early AM trips suspended. Saturdays: No change. Sundays: No change.

Tricia Hiser

From: Srini V

Sent: Friday, January 6, 2023 6:54 PM

To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>

Cc: Grout, Renee <rgrout@cabq.gov>; de Garmo, Andrew F. <ADeGarmo@cabq.gov>

Subject: Service Suspensions

Hello

I have been a bus rider since 2008. I would hate to see further reduction of the city bus services. I am speaking on behalf of me and others like me with impairments. Please pay the drivers, mechanics and staff more to retain them. They are doing a great job despite the difficult environment. Bring back the fare system. These are suggestions easy enough to implement.

Thanks very much.

Dr. Srini Vasani Ph D

District 9 resident

From: Myla Cooper

Sent: Friday, January 6, 2023 7:33 PM

To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>

Subject: Service Suspensions

Hello,

I would like to comment on your proposed changes to the ABQ Transit system's routes.

I understand your goals and find it commendable that you are striving to provide reliable service for the remaining routes, and that you are in the midst of a severe shortage of drivers.

I was devastated to see that you are cutting off the Westside completely for people who work in Albuquerque. I live on the West side very near the North Transit Center and have been taking the 92 Commuter since some time before the pandemic.

Thus far you have cut the 94, 96, 98 & the 162. The 92 is the only commuter left to the Westside and now you propose to wipe that out completely as well. The reason that people gave up on the commuters is that they were the first to get cut when you were short on drivers. Unreliable service will give you dwindling numbers.

Ridership data for ABQ is definitely skewed by floating riders – homeless people just riding around. I am glad this free bus program will be ending in June. This is a terrible program.

I could have lived with the decision to cut the 92 as I could fall back to the 790 ART bus (even though I would have had to leave a half hour earlier and walk over half a mile to work). Then I saw you propose to cut the 790 completely?? I just can't believe this. This bus definitely has ridership. Quite a number of people use it to get to work from the West side, which is a horrific drive. I do not want to drive to the West side for a multitude of reasons. Our City has a transit system. Reduce the carbon footprint. Safety. Cost.

How can you cut off the West side completely? This is simply not an option, is it? Yet you keep the 766/777.

In reviewing your changes, I could not help but notice that under the 251 you have proposed the following:

*Weekdays: Second AM trip and first PM trip shortened to just between the Rail Runner station and the Jefferson corridor, so only the first AM trip and second PM trip (connecting to the Rail Runner's #102 and #101 Express trips) **will provide service to the Westside and Rio Rancho**.* This provides service to the Rail Runner, not ABQ. I hope you don't stand on that statement for bus service to the Westside.

I am feeling very discriminated against, and very unhappy that I cannot get transit service to the UNM Hospital or the UNM Campus – or to anywhere else except Coors or the Base. There is literally **no other bus** that provides service to the UNM area from the NTC. There are a lot of people that work at the Hospital that will definitely feel the same way. They do not know about these proposed changes. It took me a while to find this conduit to be able to comment! It should be on the front of your website. Your website has the old survey link that when clicked on tells you that the survey is over. Many people will never find this email address, or even know there are proposed changes.

Enough complaining, let me suggest that you **at least keep the 790 running as a commuter to the NTC for its current first two a.m. times and perhaps a 4:30pm and a 5:30pm evening return.**

I WOULD BE HAPPY TO PAY FOR THE BUS SERVICE. Data for ABQ ridership is winning out for people that do not even need it, but use it for a warm or cool place to be.

PLEASE? Please don't leave the Westside stranded. I still find this almost impossible to believe. There must be council members that live on the West side. They probably don't ride the bus, but if they did – and DEPENDED on it to make your commute to work, you would not let this happen!

Thank you for listening.

Respectfully,
A Sad West Side Resident

From: leo lucero
Sent: Friday, January 6, 2023 9:58 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

Major Keller,

I ride the 790 daily on weekdays from the NW Transit Center to the University of New Mexico Hospital. My daily roundtrip commute takes 86 scheduled minutes, which doesn't include time delays due to traffic. If you suspend the 790, then the most reasonable alternative for me is to take a combination of the 157 and the 5. That daily roundtrip commute takes 173 scheduled minutes, which is double the amount of time compared to the 790 (that's an additional 7 hours away from my family weekly). The 790 route is direct and is the most safe compared to the 157/5 where I must cross Montgomery to make the necessary transfer – in the dark in the morning and during heavy traffic during the evening. The 790 route also offers the best protection against inclement weather compared to the 157/5 route where I'll be forced to wait outdoors with little protection from cold winds, rain, and snow while I wait to make the transfer connection. For the record, I've taken the 157/5 trip so I'm speaking from experience.

The suspension of the 790 is totally unacceptable to me, as well as the UNM students and the healthcare workers that rely on this route to get to UNM from the Westside. For the most part I enjoy riding the bus although there are days that I'm discouraged by the delays, the occasional no-show bus, the breakdowns, etc.. On the other hand, I've met some wonderful people that I now consider friends, and I'm proud to be part of a responsible, cost effective, environmentally-friendly solution to help combat climate change and to help reduce my carbon footprint.

As a hiring manager I understand the manpower challenges the ABQ Ride system is facing. Therefore, I propose the City consider suspending 790 service only for 6 hours daily from 9am to 3pm in order to maintain service for those that rely on this critical public transportation route for their daily work commute and access to higher education.

Respectfully,
Leo Lucero

From: Emilie Houerie
Sent: Saturday, January 7, 2023 2:39 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service suspensions

Hello,

I took bus route #50 on December 5th, 2023 with Michael as the bus driver and he was a delight to speak with. Please give him kudos for all the work he puts in for you guys, he deserves a medal. He was so helpful and kind. He made my experience extremely safe and pleasant. He is a gem!

Michael and I also talked about the upcoming route suspensions and I believe that commuter routes should NOT be canceled in favour of downtown routes. Isn't the purpose of public transit aimed at removing cars from the road? If you suspend these routes, cars will return, no doubt! It's bad enough for the environment and defeats the purpose of having public transit in the first place.

Also, it seems public transit is mostly attracting/catering for a certain kind of population, which is highly diminishing safety and comfort, therefore pushing your target clientele (commuters) to find alternative options to move around.

Have you ever taken the buses yourselves? Maybe you should give it a try and you would understand what I mean...one ride is enough to have an opinion.

Public transit services have a direct influence on the perpetuity of homelessness and safety in the city. If you want to tackle homelessness, please think of the services you are providing for free and maybe think of different incentives to help this population in a more meaningful way. Returning this population to participate for the common good rather than offering them free rides and free food stamps is not going to help solve the issue. Public transit, along with other low-income services go hand in hand and you may need to revisit what it is you actually want to achieve: less cars on the road, which is better for the environment, safety, popularity on commuter routes, or just tick a box to say your city offer public transit, no matter how good or bad it is?

Also, the safety of drivers is important too...if riders only constitute a certain kind of population, no one will want to ride buses and no one will want to work as a bus driver due to the risks of abuse of all sorts inside the buses.

Please think about all that before suspending important routes.

Thank you,
Emilie

From: Pelican Lee
Sent: Monday, January 9, 2023 9:24 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service suspension route 50

Please do not suspend the last ride from the Airport! When our planes come in late, we depend on this bus!

Thanks!
Ellen Ackerman
Frequent rider

From: JULIA HAWKINS
Sent: Monday, January 9, 2023 10:30 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Buss 790

I need the 790 to get to work and I use it every day. I do not have a car and this would make a hardship on me. I think this is a very bad decision because students ride it to the UNM. Please reconsider not shut down the 790 service.

Thank you.

From: Darla Williams
Sent: Monday, January 9, 2023 11:20 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Comment on Proposed Service changes

I live at Candelaria and Juan Tabo and work downtown. I utilize the bus service routes to get to and from work; #7 (Candelaria Commuter) and sometimes #1 (Juan Tabo) and the #11 (Lomas) and the #8 (Menaul) to get to and from work. Riding the #7 has been wonderful and not many people ride, many times I am the sole rider. So if you have to cancel route #7 Candelaria commuter, that is reasonable. With that said, I would have to depend on the #1 Juan Tabo in the morning and evenings to get either to the #8 Menaul or the #11 Lomas to get to and from work, so the morning and evening schedule would need to be accessible for workers like myself that ride from downtown to the NE Heights area.
I hope my input is helpful. Have a good day.

Darla Williams

From: Samantha R Grabowski
Sent: Monday, January 9, 2023 4:32 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions
Importance: High

Dear City of Albuquerque - ABQ RIDE,

Recently, I read the proposal for service suspensions due to staffing shortages. While I understand that staff shortages limit the numbers drivers available, I must disagree with the proposal to completely suspend service on the routes from the Westside of Albuquerque to the University of New Mexico area, specifically route 790 ARTx Blue Line and 92 Taylor Ranch Commuter.

I have taken the 790 almost every week day for the last 8 years that I have been employed with the University of New Mexico Health Sciences Center as my primary transportation to work, with the exception of the 2020-2021 COVID-19 pandemic shut down, as well as regularly taking the 790 the four year before that while I was attending the University of New Mexico as a student.

Your proposal to completely suspend service for the 790 ARTx Blue Line route, rather than reduce frequency, will greatly impact my primary transportation to work as well as the other commuters whom I regularly see Monday through Friday. I kindly request you reduce frequency on the 790 ARTx Blue Line route rather than suspend service entirely.

Thank you,
Samantha Grabowski

From: Kayte Norwood
Sent: Monday, January 9, 2023 4:32 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

[EXTERNAL] Forward to phishing@cabq.gov and delete if an email causes any concern.

To whom it may concern,

I'm pleading with as much intensity as is possible over email to not suspend the 790 and 92 routes respectively. I have family and friends that live on the west side who have no other way to get to work at UNM and other surrounding businesses. The increased crime in the areas they would need to divert to makes me experience great fear for their well-being.

Please post another job for this route.

I'm begging you,

Kathryn M. Norwood

APPENDIX 2
Public Comments Received

**Title VI Service Equity Analysis of
Suspensions Due to Staffing Shortage**

From: Eric Nune
Sent: Monday, January 9, 2023 6:13 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

I'd suggest not suspending the #11 bus route because Lomas is a major street and 8:30 is still pretty early

From: Abrianna Baker
Sent: Tuesday, January 10, 2023 7:13 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Bus suspension

Hello my name is Carolyn Baker. I ride the 790 to work every day. I disagree on the suspension of the 790. I would think suspending the 777 is a little better. We only have the 790 going to the westside. And the 777 and 766 both go the same way. A lot of people rely on the 790 for work.

From: christina Sanchez
Sent: Tuesday, January 10, 2023 7:20 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: proposed 790 suspension

I am writing regarding the proposed suspension of the 790 bus route. I work at UNMH and have been using the 790 since 2006. I know ridership is down post pandemic on this line, but this is very disappointing that this line would be suspended. The UNM area is so crowded and the parking situation is difficult. Suspending this line would add to all the parking and crowding issues. I believe part of the decline in ridership is because this line have become so unreliable and the frequency is only once an hour so the bus is late every day in the evenings. I know there is several of UNMH employees that depend on this line to get to work. I am asking that the city reconsider suspending this line.

Thank you,
Christina Sanchez

From: BOWEN, ALEXZANDER
Sent: Tuesday, January 10, 2023 5:12 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

Hello, I'm a cnm student that takes the 790-bus route, and I saw that it was proposed for service suspension. I would hope I'm not the only one concerned about this as if this route is suspended it would make my ability to go to school nearly impossible, due to my lack of funds for gas as id have to travel from Rio Rancho to cnm main campus 4 days of the week. I hope that the suspension could be considered for a different bus. Thank you

From: Bailey Barnes-Fagg
Sent: Tuesday, January 10, 2023 5:13 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Please do not suspend the 790 line!

Hello,

My name is Bailey Barnes and I am a student at UNM. I am getting my master's degree in vocal performance.

My husband and I are both musicians and we live on a modest income. We have only one car that my husband uses during the week, and we live in Rio Rancho. I rely heavily on the 790 line to get to school Monday-Friday since I do not have regular access to a car.

I know that there are many other students and folks who work at the hospital that are in a similar situation to mine. I have been speaking with other students who ride the 790 and they have commented that they may not be able to attend school if this line is cancelled.

Please reconsider suspending the 790 line so that UNM students and hospital workers who live in Rio Rancho and NW Albuquerque can continue to have the essential transportation they need.

Many thanks for your consideration and support.

Warmly,

Bailey Barnes

From: Geoff Skelton
Sent: Tuesday, January 10, 2023 5:47 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Cc: geoff.skelton@dca.nm.gov
Subject: Please don't cancel my Routes

In my daily commute from Rio Rancho to Old Town, all the routes I use are on the suspension list. I ride each of these several times a week: 251 155 790.

I see a bunch of college students on the 790 almost every week, during semesters.

I also used the 96, but that one seems to already have gone.

Yours in desperation,

Geoff Skelton
Rio Rancho

From: Skelton, Geoff, DCA
Sent: Tuesday, January 10, 2023 5:56 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>

Cc: Geoff Skelton <g.skelton@zoho.com>
Subject: From a frequent user who depends on the bus

Dear sir or madam,

As a daily commuter, I depend on daily bus service between Rio Rancho and Albuquerque. I ride the 251 and 155 from Rio Rancho to Northwest Transit Center. I used to catch to 96 and 551 occasionally, but they both seem to have been already canceled.

I, along with dozens of college students, depend on the 790 to get to my workplace in Old Town.

Thank you for your consideration.

Geoff Skelton

From: Jeannie Kitover
Sent: Wednesday, January 11, 2023 12:51 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Senior UNM student

The issue of abandoning the 790 Blue Line from Ellis/Coors is not fair in that we have no other options to get to UNM from the Westside.

I utilize it to attend, audit classes at UNM. I eat lunch down in Nob Hill 3 days a week. I get my hair cut at Shampoo Alley, I get my teeth cleaned at UNM School of Dental Hygiene and connect to the airport when I travel.

The loss of the 790 brings a loss of life for me.

Please reconsider locking us out from having public transportation from the Westside

Jeannie Kitover

From: Lora Lowrey
Sent: Wednesday, January 11, 2023 4:54 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Commuter #12, please do NOT suspend!!!
Importance: High

Hello, I am one of the regular#12 commuter's rider along with some other riders, we request that you keep at least the MORNING ride!

This is the only commuter that takes Indian School/Constitution residential area people to UNM HOSPITAL. It is crucial that we can get to the hospital by public transportation. Please, do not advise us to ride Lomas bus - it's too far to walk for people who have trouble walking and need to get treatment at UNM Hospital!

Thank you for your consideration!

Sincerely,
Lora Lowrey

From: Garon Bodor
Sent: Wednesday, January 11, 2023 5:55 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Please do not cut the 790 line!

I live in NW Albuquerque and we are dependent on the 790 to get to work and school at UNM. I know that there are many other students and employees who work at the hospital or main campus that are in a similar situation to mine. I have been contact with others who ride the 790 and they have commented that they may have to drop out of school if the 790 Blue Line is cut.

Not to mention the exorbitant cost of parking for UNM students and hospital workers and UNM staff, and the cost of gas being huge barriers to transportation. Commuting by personal car from NW Albuquerque and Rio Rancho to UNM is just not an option for some of us.

Please do not cut the 790.

Thank you very much.

Garon Bodor

From: Yazmin Quijano
Sent: Wednesday, January 11, 2023 6:22 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Blue Line 790

Hello,

I'm currently a UNM hospital employee and I've been a UNM student in the recent past. I live on the west side of town. I just became aware of plans to cut the 790 line. I've used this service countless times and I know many people that do, too. It would be a disservice to the westside citizens of this town. We rely on this line to safely and effectively take us to the other side of the city to our jobs and places of study. I'm making this petition to please reconsider this cut. Many people would be affected, those of us that can afford it, will increase morning traffic and pollution in order to get to our destinations. Those that can afford it, most likely students, would have to find other means and might not find them affecting not only their present lives but their futures, as well. Please think of all the people that rely on this line and of the citizens of this wonderful community.

Thank you for your attention.

Yazmin Quijano

APPENDIX 2
Public Comments Received

Title VI Service Equity Analysis of
Suspensions Due to Staffing Shortage

From: Denise POAGE
Sent: Wednesday, January 11, 2023 6:33 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: 790

Please keep the 790 route in place. I use it ALL THE TIME getting from corrales to my nursing job at UNM.

Great drivers. Good schedule. Please keep as is!

Sincerely

Denise Poage

From: Gutierrez, Roy K
Sent: Wednesday, January 11, 2023 7:12 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Route 222

My name is Roy Gutierrez and wanted to provide feedback on the proposed changes to route 222. I am not going to deny that I do use this route infrequently by catching in area IV to the Railrunner. My primary means of commuting between area IV and the Sunport station is by bicycle but there have been on occasions that I have had to use the 222 from areas IV to the rail runner due to mechanical issues with my bike or inclement weather. It has always been a safety net for me when these type of unknowns have occurred.

Please take into consideration my feedback but do understand the times.

Appreciative
Roy K Gutierrez
222 Rider

From: Kimberly Andujo
Sent: Wednesday, January 11, 2023 9:30 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

I have been a transit rider going on 5 years and have experienced most of the routes. I'm saddened to hear there is such a shortage of drivers and that it affects so many possible routes. I know that I depend on the bus to get me to many places that are necessary such as doctor's appointments and grocery shopping. Perhaps besides looking into route changes we need to look into why there is such a staffing shortage. What are the requirements for working there?! In this day and age people have records that reflect a time in their life they made a mistake and should not be penalized for it permanently. I would welcome any contact from you if you have any questions about my comments.

🌸 Have a beautiful and blessed day!

Kimberly Dawn Andujo

APPENDIX 2
Public Comments Received

**Title VI Service Equity Analysis of
Suspensions Due to Staffing Shortage**

From: tspencer
Sent: Thursday, January 12, 2023 2:14 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: 790 Blue Line

PLEASE reconsider the potential for cutting off of this route, it would be an EXTREME hardship for the Westside of ABQ, and especially for Rio Rancho, in being able to get to UNM Campus and for employees and patients at UNM Hospital. There are students who rely on this route to get to classes and many who would be forced to drop out if they lost their only means of transportation.

Thank you
Terri Spencer

From: Lora Lowrey
Sent: Thursday, January 12, 2023 7:27 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: NO suspension for #12 COMMUTER!

Hello, I am one of the regular#12 commuter's rider along with some other riders, we request that you keep at least the MORNING ride!

This is the only commuter that takes Indian School/Constitution residential area people to UNM HOSPITAL. It is crucial that we can get to the hospital by public transportation. Please, do not advise us to ride Lomas bus - it's too far to walk for people who have trouble walking and need to get treatment at UNM Hospital!

Sincerely,
Larisa Kim

From: GENTRY PELTIER
Sent: Thursday, January 12, 2023 8:33 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: San Pedro Commuter

I read that certain bus routes are being suspended and that the bus route I rely on (San Pedro Commuter) is one of them. My suggestion is to pull one of the San Mateo bases just for the one time run in the morning and afternoon for the San Pedro route and once that run is complete they can resume back to running routes for San Mateo. This way there is no loss of service for Commuter Route 34. Also if the bus route 34 is suspended how will I know when the service has resumed?

Gentry Peltier

From: Sarah Cox
Sent: Thursday, January 12, 2023 8:44 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: 790 Blue Line

Hello,
I am emailing in regards to the upcoming line cuts in Abq Ride. I am asking that you keep the 790 blue line, as many students use that bus route to get to school and work etc. In Albuquerque from Rio Rancho.
Thank you for taking my suggestion!
All the best,
Sarah C

From: Samantha R Grabowski
Sent: Thursday, January 12, 2023 10:34 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

Dear ABQ RIDE – Service Suspensions,

I have read the proposal for service suspensions due to staffing shortages. While I understand that staff shortages limit the number of drivers available, I must disagree with the proposal to completely suspend service on the routes from the Westside of Albuquerque to the University of New Mexico area, specifically route 790 ARTx Blue Line.

The 790 ARTx Blue Line is my primary transportation to and from work. I have taken the 790 ARTx Blue Line almost every weekday for the last 8 years that I have been employed with the University of New Mexico Health Sciences Center, with the exception of the 2020-2021 COVID-19 pandemic shutdown. I also regularly took the 790 ARTx Blue Line the four years before that while I was attending the University of New Mexico as a student.

Your proposal to completely suspend service for the 790 ARTx Blue Line route will greatly impact my commute to and from work. This proposal will also negatively impact the other commuters whom I regularly see Monday through Friday. I kindly request you reduce frequency on the 790 ARTx Blue Line route rather than suspend service entirely.

Thank you,
Samantha Grabowski

APPENDIX 2
Public Comments Received

Title VI Service Equity Analysis of
Suspensions Due to Staffing Shortage

From: Susan Boone
Sent: Thursday, January 12, 2023 11:41 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: BUS CHanges

Hello.
I am contacting you folks in regards to the proposed bus changes coming up. I did FIND A MISTAKE?? (think)

66 Central:
(Currently operating 92% of pre-pandemic service.)
Weekdays: Reduce frequency from ~15 min. to 20 min. from 6:00 AM to 8:00 AM.
Suspend last 2 trips in each direction.
Saturdays: Reduce frequency from ~15 min. to 20 min. from 6:00 AM to 9:00 AM.

on the Central #66 buses-are the buses being changed from 15 to 20 minutes ONLY DURING morning RUSH HOURS??

ALSO- on the San Mateo Buses: to eliminate the #140 is SOOOOO WRONG! this will screw up many passengers who use this line for getting to work!

And stop blaming the shortage of Drivers! IT IS THE CITY'S RESPONSIBILITY to ensure the safety of passengers on ALL THE BUSES!

From speaking with other passengers and even some bus drivers, we would ALL FEE safer if there were cops/security on the buses! I have NOT experienced violence, yet. But I do see many people/passengers on the buses, who sit in the Front Handicap/Senior seats AND WONT MOVE when someone with a walker/cane get on the bus. ONLY when a passenger in a wheelchair gets on, will the person move.

As for the Eubank bus, It already runs JUST ONCE an HOUR! It already runs every 60 minutes! I take the bus every couple of weeks and it runs every 60 minutes> NOT LESS!

PLEASE CONSIDER ALL OPTIONS BEFORE MAKING ANY PERMANENT CHANGES! THERE ARE MANY WHO TAKE THE CITY BUSES TO WORK, doctor appointments, grocery shopping and such.

Having a disability myself, I take the city buses 6 days a week. It is very frustrating when you have an appointment and you call the #311 and they give you the wrong information! They need to be KEPT up to date on all the buses!

Hire more drivers and GET SECURITY ON THE BUSES!

Sincerely,

Sue boone

From: cheryl
Sent: Thursday, January 12, 2023 4:42 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions bus 34

Pls do not cancel this commuter bus 34. We rely on this bus to work to the Veterans Hospital and a few veterans also takes it too for their appointments. Suggestions pull one route of 140 or 141 to just run the 34 one time. As 34 is already run one time only. Thank you.

From: Hearting, Holly J <holly.j.hearting@intel.com>
Sent: Thursday, January 12, 2023 4:56 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

Hi,

I work at Intel and live near UNM. Using the 790 Rapid Ride is the only way I can get to work on time as it is the only regular connection between Albuquerque and Rio Rancho west bound in the morning and east bound in the evening. I used to use the Rain Runner and 251 pre-Covid, but the 251 route was moved to a single direction and no longer works for me.

Cancelling unique routes that are single-point-of failure cuts off certain portions of the city from others. There are certain parts of the city (e.g. Central) that are heavily allocated. Ideal state for folks like me going west bound in the AM would be to keep the 790, esp during commuting hours and key UNM hours, and cut back on some of the Central buses b/c there is so much redundancy there.

Thanks for considering my feedback.
Holly Hearting – public transportation fan

From: Caden Briggs
Sent: Thursday, January 12, 2023 7:19 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

Hello, I am emailing today with comments on the proposed service suspensions and changes. I understand that there is a driver shortage and changes are needed. I ride the 140 all the way to Jefferson and Alameda for therapy. I understand why this route will be suspended b ridership is relatively low overall, but I do know that during rush hour times there is a decent number of people in need of this bus. It would be helpful if there was at least two trips (mornings and evening rush hours) that went all the way to Jefferson and Alameda. I think this could be accomplished by having the 141 run the entire length that the 140 currently does even if it is only twice a day commuter type schedule. I am pretty sure this won't work though and it would be extremely helpful if the major and semi-major routes will receive priority attention. I definitely think routes changes for the #1 and #2 will be more difficult than it already is. Even at the best of times I have felt these routes needed more focus and I think they are busy enough to warrant more attention. I will also like to make a suggestion for the way ABQ Ride shares information. The current process is difficult because it is generally a busy and hard to read poster that is placed in a single location and it is not readable for the rest of the bus, especially if they front seats are being used. It would be extremely helpful if information is posted at each section of the bus. Thank you for your time and I know the changes are difficult but I hope for the best.

Since
Caden Briggs

From: Bevin Owens
Sent: Friday, January 13, 2023 8:37 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Comment on proposed service suspension

Hello,

I object to complete suspension of service on the 790 route. It is literally the only way from the UNM/Central Ave area to the west side that doesn't take 90 minutes. Taking a Central bus to Coors, then taking Coors all the way to Cottonwood would be un-doable. There are so many buses on Central, into and out of downtown, where no one wants to go, and so few buses that serve actual workers who need to travel east to west or west to east across the river.

Please do not suspend the 790 bus. Thanks for the chance to comment.

Bevin Owens
ABQ NM

Name: Ms. Julia Ann Hawkins
Issue: Transit Department

Message: i am very upset about the purposed suspension of the bus 790. I do not have a car and need it to get to work. If the city shut down this service it would be a hardship for me. If I would take the 155, 157 and 5 it would take too long and if you would miss a bus you would have to wait too long. I think of all the bus to suspend int is not the 790. This bus is also used by student to get to the un, and people who work at the court house.

The city bus system need to have better policies for there workers. If they take a day off because they are sick they get written up and if they get 3 of these they are fired. The City needs to have a better policy for their workers.

Please do not suspended the 790.

Thank you

From: Tina J Lujan
Sent: Friday, January 13, 2023 9:37 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

Comments regarding 790 Blue Line:

IMPORTANT: Please do not suspend the 790 bus: we need this bus to get to work and school, at University of New Mexico and University of New Mexico Hospital. Both UNM employees, UNMH hospital employees and UNM students ride this bus every day. Due to limited parking spaces at UNM and the gas prices going up it is critical to keep the 790 bus running.

Tina Lujan
Employee of UNM

From: Carlos A. Michelén Ströfer
Sent: Friday, January 13, 2023 5:05 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

- * increase pay even more
- * Increase service, don't reduce. Specially earlier/later
- * Create a second ART line

But if services are is to be reduced.

- * Make sure it is reflected in the Transit App
- * Including for daily suspensions. I have missed some important appointments because of unscheduled suspensions not reflected on the app.

Thanks,

Carlos Michelen

From: Brian H
Sent: Friday, January 13, 2023 7:31 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

Thank you for the #8 which is usually pretty good.

My suggestion is to make sure the GPS is working on these chariots. If it's not working, a phone with the transit app would work as a backup.

If we can't see where the bus is on the app, then we don't know where the bus is. Usually the app and the Where's My Bus thing work pretty well, but I've seen many times where they don't.

Thanks very much! I've been car-free since July; it's like getting a raise. And I'm saving the planet and shit.

Viva ABQride!!!

From: m.tokach@posteo.net <m.tokach@posteo.net>
Sent: Friday, January 13, 2023 9:34 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

Good day. I was just reviewing the proposed bus changes on the individual bus lines and are a little confused. Bus lines #66 and #198 appear to be “x’d” out completely on the proposed schedule. Does this mean that both busses will be discontinued? I understand any changes are supposed to go into effect sometime in March but I, for one, rely on this bus to get to the Walmart on South Coors. The other bus I would normally take (the 790) is to be cancelled out entirely. While I understand that you are short of bus drivers and are using this method to keep the lines running, there are those of us who do not have a car, nor access to one and need to literally go to some stores to purchase needed items or to visit a physician. The other Walmart stores (San Mateo and in Northern Albuquerque) are not safe to travel to and I am just trying to find options as to how I will go about doing what is required.

Thank you for your reply.

From: Cecil Portrey
Sent: Saturday, January 14, 2023 2:12 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Proposed Bus Schedule Changes

Good morning! I'm Cecil, a UNM student with chronic pain that makes mobility difficult, and I take the 790 Blue Line every Friday afternoon to reach my doctor's appointments! This route is very valuable to my health & well-being, so I wanted to vouch for it when I heard it may be suspended entirely.

Thank you!

From: Nikki Trash
Sent: Saturday, January 14, 2023 3:14 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

Hello,

The proposed suspensions is definitely not going to make the bus system more efficient. I don't understand just what the city is implying when they aren't able to “hire” and “keep” the hired workforce which they claim are being paid good pay, and a good hiring bonus. Where exactly are the funds, which was voted on, going if not to improve and sustain our transportation systems within the city? We all, here in Albuquerque are emerging out of the Pandemic, there are a lot of experienced people who can work. Then all of a sudden there is a lot of money to be paid to bus drivers that the city can't keep. This whole issue is very suspicious. This is obviously signs of embezzlement, and the “cause” is some convoluted story about having the money to pay bus drivers, but strangely the experienced people who are also coming out of the Pandemic, don't want to work.

So the only thing I can see here is there isn't anymore funds to pay the workers. The greedy bastards in control of the money put it in their bank accounts, they don't have to worry because they don't need public transportation.

From: Kristin Cooper
Sent: Saturday, January 14, 2023 11:49 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Bus lines

To Whom It May Concern,
Consolidating or Re-Routing bus lines so that routes are more efficient might keep some busses in operation. We obviously need buses for those without cars, for wheelchair-bound folks/folks physically incapable of driving, and for persons who are mentally incapable of driving.
We can't close all bus lines!
Kristin Cooper

From: Ivo Lojasiewicz <ilojasie@gmail.com>
Sent: Sunday, January 15, 2023 8:16 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: proposed suspensions

Dear Sir/Madame,

I saw your advertisement on the ART about proposed suspensions and a request for public comment by Email, so am doing so. I understand that you need to cut services due to driver shortage, and I think most of your proposals seem reasonable, such as eliminating the commuter routes with almost no service anyhow. However, there are a few I would suggest changing (and replacing with other cuts):

Bus 50. This is the only regular airport bus, and there are plenty of flights arriving before and after its 7:00 am to 8:00 pm service hours, so I think on this particular route, 1 additional late and early bus should be added, not suspended (especially since 1 bus less won't make much of a difference to driver shortage). I just discovered that my 9:40pm return flight from Phoenix in February will be after the last bus, and will have to get a cab/Uber! I did notice surprisingly low ridership when I used it, but I think this may be an issue of lack of information at the airport, not lack of demand. Perhaps putting up a few signs at the airport ("City bus to UNM/Downtown/Train Station") pointing towards the airport bus stop would be useful.

Bus 140/141. I live off of San Mateo so use this bus the most, and it seems to be usually reliable as is. By eliminating the route north of Ellison you would eliminate basically all bus service to a whole area of the city with very many small office businesses (I just rented some office space on Lang) plus Balloon Fiesta Park, a major tourist attraction. Instead of completely eliminating how about reducing the frequency of the buses going past Ellison from every half hour to once an hour?

Bus 2. I admittedly don't know this route/area but noticed on the map that if you cut off service north of Academy, you would create a huge area of the city with no bus service. Since it involves only 10

buses/day, cutting them won't make much difference to driver shortage, but force riders in area to walk many miles or seek alternative transportation.

Since I am asking to avoid certain suspensions, you presumably need to suspend service elsewhere, and I see plenty of better opportunities:

Bus 97. Eliminate this route! I live 15 minutes walk from it but have NEVER used it, because I have far more and better options on Central. It runs along Zuni and Coal, and perhaps ridership is high, but it's duplicative, and doesn't go anywhere far from where buses on Central go anyhow. All those riders can easily switch to the ART or 66, just 5 minutes away!

Bus 66. I noted that you are reducing frequency on this route from 15 to 20 minutes which is great (and cutting the last 2 buses, which is not)! I do use this route but only when waiting for the ART and the 66 happens to pass by first. I would suggest further reducing frequency to every 30 minutes or 1 hour, since for most of its route, it is duplicative of ART buses. I still counted 56 trips each way on this route under the proposed suspensions. Further reducing frequency to 30 minutes would reduce it to 35 trips each way, an additional savings of $21 * 2 = 42$ driver hours daily! This should cover all the suspensions I asked you to avoid. On the other hand, there are several new warehouses on Atrisco Vista Rd just north of the west end of Central, but 4 miles from the closest city bus service. Amazon's ABQ-1 warehouse (where I work) has about 3500 employees (so they told me), and I suspect their other warehouse and Tempur Pedic's each have a good few hundred, so there are thousands of potential riders. Therefore a few 66 buses should have their route extended a bit so as to provide commuter service to the warehouses. Amazon has only 2 shifts, day and night, so 4 buses /day should do, and they might even be willing to cover bus stop costs. This would provide a great benefit (and increased safety) to thousands of employees and residents at minimal additional cost. And if my suggestion on reducing frequency is accepted, I suspect this would be a net savings on bus 66.

Finally, if costs are an issue, why not start charging for bus service again (hopefully not much)? This might also hopefully keep the free-riding crackheads/methheads/cigarette addicts off the buses (since drugs aren't cheap, they may need to avoid wasting money on bus fare) or at least reduce their amount.

Any questions, please call/Email me. Sincerely,

Ivo Lojasiewicz

From: Ivo Lojasiewicz <ilojasie@gmail.com>
Sent: Sunday, January 15, 2023 8:28 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Re: proposed suspensions

Dear Sir/Madame,

I just Emailed you and forgot to add one more suggestion. If you implement all these suspensions (the advertised ones and additional cuts I suggested to routes 66 and 97), it would be great if you could add at least some service to the Sandia Tramway, which is 5 miles away from the nearest ABQRide bus stop. It is a major year-round tourist attraction (also for residents) and I suspect it would have high ridership. Perhaps not regular hourly

service, just a few times a day, whether from downtown/UNM/hotel zone or just an extension of an existing route, like the 1. Sincerely,

Ivo Lojasiewicz

From: bthomashome
Sent: Sunday, January 15, 2023 8:51 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

Please consider getting rid of the 141 instead of the 140. Even though you cite low ridership, those people who do ride 140 north of Osuna are going to work or to school and do not have alternative transportation options. There are many elderly who also ride the 140 north of Osuna that would not be able to walk to Ellison to catch the 141 southbound. All jobs matter.

From: William Harris
Sent: Monday, January 16, 2023 9:32 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

The proposed schedule changes are right on the money. They are well thought out and effectively address the driver shortage. Reducing or eliminating the commuter routes is wise, based on the low ridership. And reducing frequency on other routes when demand is low also makes sense for now. Thanks.=

From: Alora Medina
Sent: Tuesday, January 17, 2023 7:04 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Proposed ride suggestion

Hello, my name is Alora. I'm writing about changes to the 157. I ride the first bus just about everyday (when it shows up) with many many other morning commuters. Taking away that early bus would devastate all of our abilities to make it to work on time. Hopefully you'll see that this bus route is used often same by many. Suggestions to add security to this route would be where i would start off. Thank you for your time

A daily 157 rider

From: cristien camp <topspnut@gmail.com>
Sent: Tuesday, January 17, 2023 8:16 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Proposed Service Suspensions

Hello...I hope this message finds you well! I am writing about the proposed suspension of the 790 Blue Line bus. I and my friends who ride this bus together are adamantly opposed to this idea! Please allow me to explain why...

I have been riding the 790 for a little over 8 years now, since I began working at the 2nd Judicial District Attorney's Office at Lomas and 5th street. I live in Rio Rancho and I drive a Suburban, plus I do not get free parking. So, in addition to gas prices being through the roof (especially driving an older Suburban) I would have the extra expense of paying for parking or parking several blocks from my office and walking in, which I DO NOT feel safe doing at 6:30 in the morning when it is still dark! Even if gas prices and parking were not an issue, I have bad knees and am very uncomfortable driving more than a couple of miles at a time. My only other option, if the 790 were not available, would be to have my husband drive me all the way to work in the morning and come and get me in the evening which is not ideal either, not just because of what that would cost us in gas every week, but for the fact that my husband is disabled and it would be a great strain on his already ailing health to have to do that every day!

This decision would obviously not just affect myself, it would be devastating for a couple of the friends that I ride with! My friend Veronica rides from the Northwest Transit center to UNM where a coworker picks her up and drives her to the school where they work. Veronica is BLIND and obviously cannot drive herself. She is only one of the BLIND riders who are regulars on the 790 buses that we ride. My friend Julia works near UNM and does not drive, doesn't even own a car! She has no one in her life who she can ride with and of course cannot afford to take an Uber to work every day. If the 790 is suspended, she is talking about having to ride a bus to Central and then walk several miles to work near UNM. She is 73 years old! My friend Danette has been riding longer than I have and depends on the 790 to get her to work at UNM every day so that she can save money on gas and afford to live. She lives in a single income household. And that brings us to UNM...

UNM classes resume today. I know, from all of the years of riding this bus, how many UNM students rely on this bus to get from the Westside to school. We have spoken briefly to a few of them on the bus and they have no idea how they are going to get to class! In most cases, these are struggling college students, many who do not even have family here in Albuquerque, who can't afford anything more expensive than the bus. Even if they own a car, there is no parking on the UNM Campus. Which means these students will have to find parking elsewhere, possibly miles away, pay for parking (which they cannot afford) and walk miles to get to school. Not only is this a hardship on our students, but not necessarily safe...especially in the UNM area (did I mention I work for the District Attorney? I know what goes on in the UNM area)! What exactly are these students supposed to do? And those of us who work Downtown? It's one thing if you choose to take the bus to save some money on gas, and a whole different thing for those of us who can't drive ourselves or don't even have a vehicle to drive ourselves and cannot afford to just go out and buy one!

We understand that it has been a struggle to get drivers since COVID, we are friends with several of our past drivers so we have had the opportunity to speak with them on more than one occasion about why the 790 schedule is so terrible post COVID. We understand that the legalization of Marijuana has definitely had a negative impact on hiring. We also understand that the rise in violence on our City buses is an issue for people who may have considered applying for the job. One of our recently reassigned drivers was attacked on his bus twice in a short period of time. On one occasion, once APD arrived, there was nothing they could do because the offender, who seriously attempted to assault our driver friend, had left the bus and

was on the sidewalk. We won't get into the argument about how wrong THAT APD rule is! How can the City expect to hire enough drivers to cover all of their routes when it is clear that they are not going to be protected in the course of their routes!? I understand that they now have interactive cameras on the buses so that APD can see what is happening in real time if necessary, but what good is that going to do when you have no idea how long it is going to take APD to even get to your location if something serious happens? And this issue has clearly gotten considerably worse since the City decided to enact the ZERO fares program. I understand that the program was enacted to help increase ridership, but it appears to have had the exact opposite effect! I know a couple of our past bus buddies who were regular riders with us stopped riding after a couple of encounters with hostile or drunk/high homeless people on the 790 where that used to be a rare occurrence. Unfortunately, it is commonplace now. It is very common to see the homeless, especially this time of year when it is cold, just get on the buses and spend the day riding back and forth, sleeping and getting high.

I have also been told, by at least 3 of our drivers, that even though the drivers accrue time off (vacation/sick time) that they are strongly encouraged NOT to use it, even getting written up every time they call in sick and consistently being denied requested days off. I know it is hard to cover shifts when a driver is out (trust me, we regularly pay for drivers being out on the 790!) but these drivers work hard and the ones who do not abuse time off/sick time should not be punished for being sick or having a family function or appointment that they need a day off for. I know I wouldn't want to drive a bus, even if it is a City job, if I had to worry about being assaulted and not being able to take a day off, especially if I am sick! I can guarantee you that NO ONE wants to ride a City bus being driven by a sick driver who is not at their best; I know, I have been on buses with sick drivers who had to work for fear of losing their job!

Thank you for your time and attention, I truly hope that you take our concerns into consideration and rethink suspending the 790 Blue Line Bus. There has to be a better option and some sort of resolution to the driver shortages. We are still holding out hope that this issue will somehow be resolved and the 790 will eventually, hopefully sooner rather than later, be able to go back to a more convenient schedule like it was Pre-COVID!

I hope that you have a Blessed day!

From: Carol Laselute
Sent: Tuesday, January 17, 2023 8:54 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: 790 Blue Line Bus

Hello,

I've been made aware of the possibility of this bus not operating soon.

With the construction onsite at UNM (campus and hospital), I started riding the bus on a daily basis. It really helps with my situation of looking for a parking spot because the area is blocked off. I live on the west side and getting to work at UNM on 790 works very well for me.

Please reconsider the situation of discontinuing the route, as well as others who depend on this. Rerouting (155 to Central, then to UNM) to take several buses will not be easy for many.

Thank You.

From: Sunshine Lowrey
Sent: Tuesday, January 17, 2023 8:56 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Commuter #12, please do NOT suspend!!!

Hello, I am one of the regular#12 commuter's rider along with some other riders, we request that you keep at least the MORNING ride!

This is the only commuter that takes Indian School/Constitution residential area people to UNM HOSPITAL. It is crucial that we can get to the hospital by public transportation. Please, do not advise us to ride Lomas bus - it's too far to walk for people who have trouble walking and need to get treatment at UNM Hospital!

Thank you for your consideration!

Sunshine Lowrey

From: Jack Vanlyssel
Sent: Tuesday, January 17, 2023 10:16 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: 790 bus cancelation

Hello, my name is Jack, and I am a student at the University of New Mexico. I have been taking the 790 to UNM for 3 years and the ride is always relaxing. Not today. I was shocked this morning to learn that this route that I depend on may be cut entirely. I understand that the number of passengers may be small but, those passengers matter. In my experience, 90% of the people who ride the 790 are students like me, elderly people going to UNM hospital or unhoused people trying to get into the city. Cutting this line would deprive all of us of the services we need but can't afford to live close to. I hope that Albuquerque can find a solution to the capacity issue that doesn't cut a vital service to the north valley and west side. Thanks for taking the time to read and have a great day!

From: Christopher Bartelt
Sent: Tuesday, January 17, 2023 11:07 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

The following are my views on the proposed changes, as a rider for several years.

Route 1: I believe this route is particularly useful since it serves 4 Hills Village. However, if resources don't allow, then I agree.

Route 2: Agree.

Route 5: In keeping with providing as much useful service as possible, I believe that this popular route should be preserved in its current form. In fact, it's been starting to get crowded at peak times again, and I had been anticipating a return to full service.

Route 7: Agree.

Route 10: Mostly agree, but I believe that any service should be preserved if at all possible, as it is many people's only option.

Route 11: In keeping with providing as much useful service as possible, I believe that this popular route should be preserved in its current form if at all possible.

Route 12: Agree.

Route 16: Agree.

Route 31: Agree.

Route 34: Agree.

Route 36: I don't fully agree, seeing as it is many customers' only option, and hours are already conservative. However, if resources don't allow and popular routes maintain service, then I agree.

Route 50: Agree.

Route 51: Agree to the morning trip suspensions, but I believe evening service should be preserved if possible so that people on a nominal work schedule or transferring may have the option.

Route 53:

Weekdays: I do not agree, as it is many customers' only option and the hours already lean conservative.

Saturday: Suspension of only the earliest trip would be preferable, if possible.

Route 54:

Weekdays: Agree.

Saturday: Suspension of only trips down to 7pm (last 2 in both directions) may be preferable.

Route 66: In keeping with providing as much useful service as possible, I believe that this popular route should be preserved in its current form if at all possible.

Route 92: Agree.

Route 96: Agree.

Route 97: Agree.

APPENDIX 2
Public Comments Received

Title VI Service Equity Analysis of
Suspensions Due to Staffing Shortage

Route 140/141: I would advocate for only a reduced frequency on the 140 portion (60 min.). However, if resources don't allow, then I understand.

Route 155: Weekdays: Agree.

Saturday: I do not agree, especially considering the proposed suspension of 790.

Route 157: Agree.

Route 198: Agree.

Route 222: Agree.

Route 251: Agree.

Route 790: I strongly advocate suspension for Saturdays only, as this remains a useful route for many commuters.

From: David Keleher
Sent: Tuesday, January 17, 2023 11:39 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: comments on proposed changes

Hello,

I briefly looked at the schedule changes, and trust that in general they make good sense. I think it is important to keep them running as much as possible, especially those with the most ridership.

One idea is that you could significantly reduce the frequency of either the 777 OR the 66, but keep the other running with normal or even increased frequency, without a great deal of impact on most riders.

Thank you for the good work,
David

David L. Keleher, AIA

From: Sanam Radjy
Sent: Tuesday, January 17, 2023 2:57 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Comments for proposed changes

To Whom it May Concern:

Thank you so much for the opportunity to comment.

I looked at the proposed changes and am assuming those make good sense given level of ridership and use for the impacted routes. I do not have any comments about what makes better sense.

I will say that as someone who uses the bus 30 to 50% of the time to commute to work along the Central corridor, what is most helpful especially in these uncertain times, is reliable GPS that provides accurate and timely information regarding timing and location of the buses. This has not been reliable and has caused close calls for me. It would also be helpful for riders to be able to see which buses are not actually running vs. only being able to see the schedule as it is supposed to run in theory. I have no idea how complicated all this is but could be very helpful. Thank you for all you are all doing and keeping the buses going to the best of your ability. A big thanks especially to those working overtime.

Kind Regards,
Sanam Keleher

From: Elise Rodriguez
Sent: Tuesday, January 17, 2023 5:21 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Route 790 ARTx Proposed Suspension

Please do not suspend service on Route 790 ARTx. There is no other practical bus route for UNM students traveling to UNM's Main Campus from the Westside. If this route is suspended, our education and futures are at stake.

Thank you for your consideration,
Elise Rodriguez

From: Susan Ramirez-Gutierrez
Sent: Tuesday, January 17, 2023 5:48 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Public Comment - PLEASE DO NOT SUSPEND Route 790 ARTx!

Good evening,

I am writing to voice support to CONTINUE Route 790 ARTx, because UNM students from the Westside depend on it!

My entire family have been UNM students in the last 12 years, & we all have had our share of transportation/vehicle struggles. Route 790 ARTx currently enables my younger brother, and mother, to get to their classes without having to worry that an unreliable vehicle will impede their education. I did not have this transportation option when I was a UNM student, but it would have greatly reduced absences, and perhaps enabled me to focus more on school, and less on the worries and stress of getting to and from campus.

Again, I am humbly asking that Route 790 ARTx NOT be discontinued, so that Westside & Rio Rancho students can continue their education without undue stress and worry about reliable transportation, which is a huge issue for so many students.

Thank you for your time and consideration,
Susan Ramirez-Gutierrez

From: Miles Castillo Giron
Sent: Wednesday, January 18, 2023 7:10 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: ABQ Ride suspension suggestions

Good Morning, I write this email to you to express concern over a certain ABQ ride line proposed for suspension. I am a UNM student, as are a majority of bus riders of the ARTx rapid blue line, and it's concerning to see that the line could be suspended entirely in march of this year. I, like many students, take this line because it's the fastest and most convenient to get to the UNM campus and back, even when there are delays in arrival and departure, though I can understand that staffing is an issue. However, suspending this line puts a lot of students in a tough spot in terms of transportation to campus, especially in regards to parking and paying for parking. UNM is currently not providing parking permits for any of their parking lots for the spring semester, as they are sold in the fall. Even if we are able to park in the payable parking buildings, those prices stack up and they aren't necessarily the cheapest option, especially when one goes to the campus every day of the week. The parking situation only applies to those with a car and are able to drive as well, let alone students and teachers that can't drive or are able to afford parking prices. A lot of people use the rapid blue line, and suspending it puts those people at crossroads with what they'll do to get to where they need, and how they'll be able to afford it. I don't know the rider volume with the other lines, but surely there has to be a way to move some drivers into the rapid line if possible. If the city can have talks with UNM about parking permits, though I don't know if they can, and possibly opening them up that would help, but I hope you understand our concerns. Thank you for your time.

From: william delzell
Sent: Wednesday, January 18, 2023 7:44 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: suggestions

What are you doing to hire more drivers so as to head off any necessary route cutbacks?

Bill Delzell

From: Ryan Magee
Sent: Wednesday, January 18, 2023 10:03 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: enjoy using commuter lines

Good morning,

I just wanted to voice my support for the commuter lines that are on the chopping block for ABQ Ride. When it runs, I utilize the 12 Commuter Line daily and appreciate the convenience it serves. And while I can adjust and plan for use of the 5 and 11 as alternatives, the 12 is the best value for me as a commuter to UNM and I'd be remiss to not put my two cents in regarding it. I believe if the route had more consistent coverage and always ran, even more people would utilize it; its inconsistent staffing is probably the greatest shortcoming for me as a rider currently because I'm not able to consistently rely on it (but again, would do so if I knew it always was coming).

Thanks for your consideration and many regards for working through a challenging time for staffing and busing here in Albuquerque.

Regards,
Ryan

From: Don Adamson
Sent: Wednesday, January 18, 2023 10:12 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Please DO NOT Totally Suspend Blue Line

Hello,

Please do not totally suspend the Blue Line route.

You say the proposed suspensions are "intended to achieve more reliable service for riders." But at the expense of NO SERVICE for those who depend on the Blue Line?

Also, you say the proposal "attempts to spread the reductions equitably in terms of where low-income and minority populations live in the city." Has it been determined that the riders who depend on the Blue Line are all rich, non-minorities?

Please, leave at least some service on the Blue Line.

Weekly there are 2 active buses usually. If you must cut some service, maybe change it to one active bus weekly. This would effectively double the wait time, but at least there would still be a vital link from the Northwest Transit Center directly to downtown (courts), the hospital, and UNM.

Or, keep the service as-is, but eliminate the Zero Fare policy on the Blue Line only.

I'm sure there are other creative ways, but the total eradication of the Blue Line does not seem a "reliable" nor "equitable" solution.

I teach at UNM, and I depend on the Blue Line to get to work each day. I share the Blue Line with many UNM students as well.

Erasing the Blue Line will make it more difficult for these students to get to classes from the northwest side. Many will simply switch to using single-occupant vehicles (increasing pollution), pay for parking (a significant expense) and gas and vehicle maintenance, arrive at school tense from fighting traffic (which in turn may make them less effective in class and study), make it far more difficult for those students who don't drive, increase traffic in the city, and remove a backup for those students who do carpool...this seems like exactly the opposite of what a public transportation system should promote.

Please do not suspend the entire Blue Line service.

Thanks for your time,

Don Adamson

From: Gabriel montoya
Sent: Wednesday, January 18, 2023 10:15 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

I don't think the 790 should be cut completely I take it for school and work. The city should help people get to school and 790 the best route for unm and cnm students.

From: Robin Lynn Frank
Sent: Wednesday, January 18, 2023 10:24 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

Gentlemen,

Service suspensions and schedule reductions due to severe personnel shortages, for which you are responsible is not the way to go. You started the no fare system, but failed to reckon with the security issues that system entailed. That gave rise to security problems and the departure of drivers. You waited too long to address that issue, and when you did, chose to be reactive, rather than proactive. In other words, your security measures aren't activated until after an incident has occurred.

You devised the idea of bus passes for the no fare system, but did not include sufficient safeguards, such as name and address verification for all who apply for those passes. There is still no visible security presence on buses. The only response is after an incident happens. There is no attempt to prevent incidents from happening.

Consider doing away with the no fare system altogether and use the additional revenue to add security personnel, such as off duty police officers. Maybe drivers would stop quitting if they felt safer. But whatever you do, suspending service, or changing schedules so that people cannot use buses to travel to and from work, or must wait overly long periods of time for their bus, is not the answer.

From: Daniel Beaman
Sent: Wednesday, January 18, 2023 10:29 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Proposed Service Suspensions

To whom it may concern:

I'd like to provide comments on the proposal by the City of Albuquerque to suspend service.

Regarding shifting service between routes, please consider that cutting all Commuter and Rapid Ride service to the West Side, specifically the NW Transit Center, will effectively close all public transportation to and from that area.

Is this happens, the NW Transit Center is existing infrastructure that will no longer service what it was intended do. this becoming a sad waste of taxpayer dollars.

ABQ Ride has TWO existing Rapid Ride lines (766 and 777), along with one daily rider (66) that service Central Ave which can easily be scaled back; as well as all the North / South routes east of the river.

It is unfortunate that those who are farther away (who still do ride) will no longer be served. Please note that less folks are riding because of the inconsistencies and unreliability of current services.

I respectfully request that at least one commuter (92) and one rapid ride (790) continue to operate every weekday during commuter times to satisfy Downtown and UNM destinations from the NW Transit Center in the morning and return service in the afternoon.

Please have someone contact me before any more decisions are made.

Sincerely,

Daniel J Beaman

From: Pfeifer, Kent B
Sent: Wednesday, January 18, 2023 10:33 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Proposed changes to bus 222

I agree with the proposed changes to the 222 route. There never seems to be anyone who gets on in the morning going east bound (first AM) from west of the Rio Bravo station. All of the ridership is from the Railrunner at Rio Bravo to Bld. 800 on the base with various people getting on University and getting off at the VA

Kent B. Pfeifer

From: Susan Boone
Sent: Wednesday, January 18, 2023 11:19 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: bus changes

To Whom It May Concern,
I URGE you NOT TO CHANGE the following Bus Lines:
#140 and the# 141-both of these lines are VERY BUSY bus lines and are often crowded. In addition, Many PEOPLE take these bus lines for work, doctors appointments, grocery shopping and more. Plus, many handicap people take these bus lines. If you take away either of these bus route lines, then YOU Are doing a DIS-Service to all those who are handicapped, seniors, commuters, and more! In addition, this could be viewed as discriminating.

As for the #2 eubank bus- DO NOT MAKE any changes to that line. It is already on a 60 minute bus route schedule. IF you change that to make the wait times LONGER, then you dont really care about all those who live and work along Eubank. I take this bus at least once a week and to make changes for wait to is just showing a disservice to all!

As for the Central Avenue buses-take away or cut back on the Newer ART buses! the OLD rt 66 bus route works just fine. NO need to change that one. But eliminate the newer bus routes 766, 777, or the 750. we dont need 4 bus route lines along Central!

In addition,
PLEASE ADD police/security to all the bus routes! And START CHARGING sooner than July! Too many passengers and bus drivers are getting injured due to so many criminals and homeless being on the buses! I have witnessed a couple incidents on the buses! Especially the Central avenue bus routes!

Sincerely,

Sue Boone

From: Diana Shea
Sent: Wednesday, January 18, 2023 11:32 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service suspensions

Taylor Ranch Neighborhood Association is extremely concerned to hear that the City of Albuquerque Transit Department has considered eliminating the 790 Rapid Ride, as well as Route 92. That leaves no transit service to UNM, UNM Hospital or downtown from the North Transit Center. These routes have always provided an important option for westside workers and students to travel across four congested river crossings to downtown jobs and UNM/CNM campuses during am and pm peak hours. It is more cost effective to run buses during rush hours than to build more travel lanes on Paseo del Norte, Montano, 1-40 and Central for cars. West side residents destined for downtown and university areas also have limited parking options and this is a big incentive for them to choose transit and reduce their demand on the bridge crossings.

Ridership decline can be attributed to a number of issues, and these three have certainly had a negative impact: (1) Schedule changes that increased time between buses from no more than 20 minutes to at least 45 minutes throughout the day, which decreased convenience for riders; (2) Some scheduled routes lacked drivers, causing nearly an hour additional wait at the bus stop, making riders late for work and class; (3) Failure to market the 790 and 92 services meant potential riders were not even aware of these commuting options.

Since we are addressing the commuter issue, the 790 and 92 may not need to run all day, but just when the bridges are congested, between 7 and 8:30 am, and 4:30 to 6:30 pm. One midday bus would also be very helpful for students.

TRNA would also note that plans appear to have stalled for building a Park and Ride lot for buses running on Coors. This would be another draw for ridership. We support the location at the SE corner of Coors and Montano.

Thank you,

TAYLOR RANCH NEIGHBORHOOD ASSOCIATION
Diana Shea, President

From: Berry, Dante
Sent: Wednesday, January 18, 2023 11:46 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Cc: Gurrola, Lauryln Renee; Montgomery, Antoinette; Gutierrez, Roy K; Pfeifer, Kent B; Ulibarri-Sanchez, Jordan R.
Subject: Service Suspensions feedback

ABQ Ride Staff,

My name is Dante Berry, I frequently ride Albuquerque buses to work at Sandia Labs. Sandia is a big proponent of alternate ways to get to work: buses, ride sharing, ... They care about our community and environment.

Regarding the [Proposed Service Suspensions Due to Staffing Shortages](#), I have some insight into the situation as I often have conversations with the bus drivers. Some corrective action by the city is required.

I'd like to provide the following feedback for your consideration.

Pre COVID several bus routes came onto Kirtland Air Force Base and Sandia including the #2, 31, 96, 98, 157, 217 and 222. Sandia and Kirtland riders had plenty of options. Currently only a few buses service the base and Sandia.

Currently only 3 runs of the 157 come on base in the morning and 3 in the afternoon. I propose ABQ Ride consider having more of the 157 runs come on base.

With a few more 157 runs coming on base bus commuters would have more options connecting to the bus system, Rail Runner for their commute to work and back home. For example if the 222 is not running then the 157 could be an option.

I am not advocating adding more routes or busses, but just having more of the scheduled 157 bus routes come on base in the morning and afternoon.

If you would like to contact me I can be reached at ##### or by email.

Thank you,

Dante Berry

From: Adam Lucero
Sent: Wednesday, January 18, 2023 12:00 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

I've lived in a lot of different cities before and I've never witnessed or had to deal with a bus system as bad as the one here in Albuquerque you guys don't have a staffing problem you guys have a problem

with not compensating your employees. You guys are starting at \$18-\$19 an hour which is what Chick-fil-A pays their employees to work at fast food job. It's time to get with the times and start paying a livable wage to your employees. The city of Albuquerque is a shit hole and if we lose buses, it's just gonna make it worse. =

From: Angela Nickens
Sent: Wednesday, January 18, 2023 1:55 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

My name is Angela Nickens. I do not support suspending the 790 Blue Line service. I've used that route off and in since 2008, and I find it very helpful. I believe the decrease in ridership is due to busses not showing up on time and unsafe stops.

This morning, several other riders and I were waiting for the 6:49am bus but it never arrived. In the past 3 years, I've had this same experience at least 30% of the time. Busses simply don't show up.

Recently, there have been many instances of people sleeping at blue line stops or people doing drugs at the stops. There also appears to be human waste at some stops, especially the northwest transit station and the UNMH stop. This makes people like myself feel like waiting at these stops is risky and that driven down ridership.

From: Mary Jamieson
Sent: Wednesday, January 18, 2023 3:05 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

Dear ABQRide:

You want to know if suspensions should be shifted between routes? That really isn't helpful. All of these suspensions are excessive. Early morning and evening service has been inadequate for years, as has access to non-central neighborhoods for employment or residence. Completely eliminating the Blue Line/ArtX is particularly appalling. I used to work at CNM Westside and it took three buses to get there. The return bus schedule didn't work for my hours, so I walked about two miles to Unser & McMahon to get the 155. Now you want to eliminate the Unser & McMahon stop.

These service reductions will not help employers fill vacant positions, nor will they help Albuquerque attract new residents to the city. College students will have trouble getting home from evening classes. Workers won't be able to do evening shifts. Combined with threats to alter the Zero Fares program, these changes won't help visitors get around town, either. It's a good thing I'm retired and can get by with the limited time frames and narrow geographic confines of the revised routes.

I understand it's hard to find drivers, but cutting service to this extent will just force people to drive cars if they can afford to, or relocate to cities with functioning transit systems. When I moved here fourteen years ago, the Rapid Ride was expanding service and so was the Rail Runner. Things were looking up. Now I question my decision to stay here in my retirement years.

Sincerely,

Mary Jamieson

From: Kevin Murray <claystorm@gmail.com>
Sent: Wednesday, January 18, 2023 4:40 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Comment on Proposed ABQ Ride Service Suspensions

I'm going to be frank. These service cuts as proposed are unacceptable. These cuts literally cut out service to large sections of the community. This proposal continues to isolate more sections of this city from public transportation (thus decreasing usage even more).

The problem with ABQ Ride has always been that they work with faulty data. The bus doesn't go where people want / need it to go when they want it to go. So the only data they have is in regard to where the bus actually works, which is basically the Central / University corridor, which is actually over-served at the expense of the rest of the city (and gets worse with the proposed cuts). We have to make transit AS FAST as people's cars, otherwise you won't get people to use it.

Case in point, I live near Alameda & I-25 and my office is near Comanche & I-25. If I wanted to take the bus (as the system currently is, according to Google Maps) it would take 1 Hour and 20 Minutes and somehow still require 25 minutes of walking. That means to reach my office by 8am, I would have to leave the house by 6:30am!

The reverse in the evening is somehow even worse! Google says it will take 1 hour and 30 minutes, gets me home by 6pm (which is the LAST BUS anywhere near my neighborhood), meaning I'd have to leave my office by 4:30pm. The current bus system wouldn't even allow me to work a full 8 hour day (assuming a standard hour lunch break). And that's with the current system!!!

Under the proposed cuts, if I actually wanted to use bus to commute, it would require 1 hour and 10 minutes of WALKING (3.5 miles) just to get to the bus + the same hour or so actually on the bus. So using the bus and just walking becomes the LITERAL SAME TIME (see below).

Meanwhile, that drive from home to work and the reverse, even in the thick of rush hour, is 10 to 20 minutes (at most). Even better, Google says I can walk the ~6 mile route in about 2 hours! That means public transportation in Albuquerque is only 25% faster than WALKING!!! And Google says I can bike the route in ~40-45 minutes. Which then means biking is almost twice as fast as public transit in Albuquerque!

And mind you, I don't live or work in some remote part of the city. Both my house and office are in large, established central areas of the city.

At this point, the whole system needs to be completely reimagined and redesigned from the ground up. You can keep cutting dead limbs off an tree, but if the tree is already dead, then you're just postponing the inevitable. An example of service overlooked by ABQ Ride would be a route that runs down the I-25 Frontage Road. This route could start at the Sandia Pueblo Casino & run along the frontage road to Central & I-25. This route could provide a vital FAST North / South link that could be used with specific stops to provide service to lots of city amenities (Top Golf, @25 and Renaissance Centers, Restaurants & Jobs, Cliff's Amusement Park, etc) and connect with other existing east / west service.

APPENDIX 2
Public Comments Received

Title VI Service Equity Analysis of
Suspensions Due to Staffing Shortage

From: Patsy Baca
Sent: Wednesday, January 18, 2023 4:41 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

Hello,

I commute on the Rail Runner from Belen to the Los Ranchos/Journal Center Station weekly for work. There is a commuter SunVan that picks up passengers and takes us to Jefferson, from there I catch the 140 bus going North to get me to work. In the proposal is stated that the 140 will only go to Jefferson and Ellison north and south. This will cause hardship on me, I cannot drive to a medical issue and cannot walk from Headline, that is where I get off on the van from the rail runner to my work. It makes no sense that you are proposing to stop all buses on that route from Ellison and Jefferson. Please reconsider your proposal, I am certain this will cause hardship on other passengers.

Thank you,
Patsy Baca

From: Christopher Tye
Sent: Wednesday, January 18, 2023 6:21 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: 790 ARTx Suspension Suggestion

For consideration,

The 790 transits a substantial amount of people daily, with the community most affected by this suspension being both students and nurses in the Rio Rancho area. These two groups use the 790 so much because there is no other option. Even if they were in a situation to transport themselves, parking is neither reasonable nor even available to most. Most of my bus rides as a student carry enough people to fill all seats, and this has only gotten worse post pandemic. As noted in the suspension overview, it operates at 39% of pre pandemic capacity, which is one of the lowest amounts between lines. This line has already been neglected in some fashion in the past.

I posit that suspension of the whole line is neither responsible to the afflicted communities or the cities goals with public transportation. Our line currently employs only two buses, and I feel that for the benefit to the city sparing one of those drivers to run at peak hours should be sought after.

Providing one driver who drives on the hour allows students to still reach classes (no matter how inconvenient) as well as allowing nurses to still make it to their job saving lives. Cutting the hours that a bus may run late may also be required to fulfill this reduction. Running from around 8-4 with one driver captures the majority of the line's users. This reduction may also be mitigated (and maybe prevented) by rebranding the line in some fashion so it could be a paid service, recouping costs.

At the very least, avoiding this suspension for one more month (to the end of the school semester) will avoid displacing many students while still ending the service at a reasonable time when rider numbers are down.

Many students and nurses just like me depend greatly on this line, and we hope that you'll reconsider your utter abolishment of assistance to hundreds of contributing members of society.

From: Jamie Santillanes
Sent: Wednesday, January 18, 2023 7:40 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Route suspensions due to no drivers.

1. Pay at almost minimum wage = NO DRIVERS
2. Legalizing marijuana in New Mexico, CDL drivers are drug tested regularly = NO DRIVERS
3. Inviting bums from all across the U.S.A. to ABQ and providing free bus rides= NO DRIVERS
4. Threats and violence from bums and other passengers = NO DRIVERS
5. Unruly passengers, drivers are not babysitters = NO DRIVERS
6. Driving a filthy, dirty, **smelly**, disgusting rolling dumpster for 10 hours = NO DRIVERS
7. Alvarado station: dirty, depressing, covered in bird excrement and roaches = NO DRIVERS
8. Incompetent leadership = NO DRIVERS
9. Incompetent government officials = NO DRIVERS

Any questions please contact: Michael Williams, #####

From: Thomas Harris
Sent: Thursday, January 19, 2023 5:32 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

As a loyal bus rider for over 15 years, I am highly disappointed in the proposed changes. However, I understand the severe shortage the city is currently facing. If these changes will approve on time pick ups and arrivals, then you have my support

With that being said, I am hopeful that these changes are only temporary and the current schedules would resume once enough staff are hired.

From: Genoveva Garcia
Sent: Thursday, January 19, 2023 6:08 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Comments for Upcoming Changes to Routes

Hi,

I see that route 140 is one of those being reviewed for suspension. I worked in the Journal Center area on Jefferson Blvd. for many years. There are many people that take that bus to get to and from their place of work. Many work at the Presbyterian Financial Center on San Mateo and Alameda. Each morning the bus would be filled with commuters. Please do not remove this route. The Jefferson /Paseo Del Norte corridor is a very well traveled area with many businesses. People count on this route for work and personal business as many medical offices are in the area too.

Also, Route 36 (12th Street/Rio Grande) is a very busy route too. Any adjustments to this route will be hard on the people that rely on this route. I myself live west of 12th Street and take this bus almost everyday. Taking the first or last run on this route will make it hard for some people to get home. Some students of Valley High School and ABQ Job Corps rely on this route to get to school. Many elderly in the area rely on this bus to get to medical appointments. Please do not adjust this route.

I understand that adjustments need to be made, but taking routes away is not the answer. As a daily commuter I see people that only have the bus to get to and from work/school/appointments. Also as a daily commuter I agree that the free fare program needs to end. Too many homeless people get on the bus for the wrong reasons.

Thank you,
GENOVEVA GARCIA=

From: Lupita Aviles
Sent: Thursday, January 19, 2023 7:48 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: ABQ Ride Proposed Service Suspension Comments

Dear ABQ Ride,

My name is Guadalupe Avilés and I am an MA Candidate and FLAS fellowship recipient at the University of New Mexico. I moved from Texas and have been a resident of Albuquerque for nearly a year now. I am writing to you to express my immense frustration and concern regarding the proposed suspension of lines 92 Taylor Ranch Express and 790 ARTX Blue Line. While I recognize these suspensions are the result of a post-pandemic staffing shortage, the suspension of these lines indicates an utter lack of consideration for those Albuquerque residents whose educational and professional careers depend on using this service to attend work and university. Rather than supporting the higher educational endeavors of Albuquerque's students, the suspensions of lines 92 Taylor Ranch Express and 790 ARTX Blue Line make it exponentially more difficult for students, restricting access to public services from residents of the west side of Albuquerque simply because the area is not considered by the city as a vulnerable population.

I am a frequent rider on both routes, which is my only way of getting to and from the university. As a student supporting my own higher education goals, I do not own a car; therefore, I have no other alternative but to depend on public transportation. Not only does the removal of these routes severely restrict my access to public transit, this act also puts my safety at risk as a young woman since any alternative bus routes have transfers in unsafe parts of Albuquerque. The misguided suspension of these

lines assumes students like me can afford twice-daily Uber rides to and from University—at about \$25 per ride, this would increase my expenses unsustainably to \$150 per week. The continuance of such a suspension would result in an increase of \$2,550 for the Spring semester alone.

This suspension affects not only me but many students who attend the University of New Mexico and rely on public transportation. I personally know several students who use these routes daily as their means of getting home safely. This morning alone, about 9 riders of route 92 expressed their concerns with the proposed suspensions as they have no other means of getting to work or school on time. These routes are my fastest method of getting home, yet take an average of 1 hour. Suspending these services will put more of a time constraint on myself and others working and pursuing educational opportunities independently, oftentimes supporting entire families by doing so. All in all, I suggest you sincerely reconsider this proposed decision and perhaps take a ride yourself to understand the frustrations that daily riders of the city's public transportation systems already face, and imagine the complications, frustration, and potential danger such a change would have on Albuquerque residents.

Respectfully,

Guadalupe Avilés

From: Jordan Hanson
Sent: Thursday, January 19, 2023 7:46 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

Good evening,

My name is Jordan Hanson and I am writing to comment on the recently proposed ABQ Ride bus schedule changes. I have been relying on the bus system as my primary (and often sole) form of transportation since 2019. I am concerned about the proposed changes made to two routes specifically- routes 251 and 790.

I am very glad to see that the 251 is staying in service in some capacity, since after the removal of the 551 in 2020 it is now the only route that I and many others who live within walking distance of the Northwest Transit Center have to get to and from work. However, the fact that the late AM and early PM busses are no longer going to reach the Transit Center is worrying! This is because many people who ride that route ride it the full way from Jefferson to the Transit Center, and many people who ride the 251 ride it because they have no alternate method of transportation (many do not have cars or, in my case, cannot drive due to health concerns). I have ridden both of the existing morning and evening 251 runs and it seems that a roughly equal number of people ride from the Transit Center in the early AND later morning runs, and more people ride all the way from Jefferson to the Transit Center in the earlier evening run. Only having the 251 go to the Transit Center in the early morning and later evening would unnecessarily cause employees (at law firms, engineering firms, the Albuquerque Journal, and hospice facilities) to have nearly 13-hour days!

The complete suspension of the 790 is concerning, because even though I don't rely on it to get to/from work or school, MANY people (students, University employees, and healthcare workers) who live in/around the neighborhoods and apartment complexes near the Northwest Transit Center do. Almost every time I am at the Transit Center to catch a bus I see a small group of people waiting for the 790. Perhaps reducing its frequency (especially on Saturdays) would be more reasonable than suspending it entirely?

Thank you for taking the time to read this and thank you for allowing the public to comment. I wish I had more solutions to propose, but unfortunately my experience with the ABQ Ride system is mostly limited to the busses that go through the Northwest Transit Center and some commuter routes that unfortunately no longer exist.

Thank you!
-Jordan

From: Theresa Sieler
Sent: Thursday, January 19, 2023 8:47 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Attention: Service Suspensions, Proposed ABQ route changes

Good Morning,

Regarding the Route 2 on weekdays.
How about starting at 630 AM at Academy rather than at 7AM? Then every hour after that.
Please note that folks do get on the Southbound Route 2 North of Academy. I don't but others do.

Please ensure you update the transit app and the UNM tracking website.
It helps a lot.
The app and website haven't worked for days and that is an absolute pain.

I appreciate your consideration.
Thank you,
Theresa Sieler

From: sin jay
Sent: Friday, January 20, 2023 2:05 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Route 140 01.20.23

Good morning,
Having route 140 being completely Suspended, is a major concern for my family & I. We have lived at Desert Willow Apartments going on 3 years: 8901 Jefferson St NE, Albuquerque, NM 87113. My mid school children go to a charter school within walking distance. We do not own a vehicle, nor have I ever had a drivers license, we rely strongly on the Albuquerque public transit (route 140). As you know route 140 only runs between Monday-Friday from 6am-530pm. For my children & I, we need to schedule our daily importance within this bus schedule and that would be for work, hospital appointments & grocery shopping, etc. This becomes difficult from time to time, but we have learned to accept it and to do without every now & then.

I have no idea what other families' struggle through, but for my family & I we value the transportation system that takes us into the inner city to be able to take care of our family needs. This is why I'm devastated at how this proposed suspension for route 140 will deeply affect my families' financial stability. With this change that is about to shake up my family's well being, I hope that my voiced concerns can make some kind of positive change.

I can only pray that we can keep this route. I don't know who else this major change affects, but I know that it will make our lives harder. We are unable to afford daily cab rides for work, appointments and grocery shopping. Please reconsider keeping route 140 open, maybe even as an hourly route from 6am-7pm.

Thank you for your time and consideration from my family and I.

Sincerely,
Lucinda Yazzie

From: Jo Jo
Sent: Thursday, January 19, 2023 9:10 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

I take the bus to and from work on the 36. That is the only way for me to get to work unfortunately. I really need service on the weekdays. Sometimes I need the 810am and the 630pm. I think you should offer sign on bonuses and except employee and customer comments in order to help your company keep its buses running.

Thank you for your time and consideration

From: JoeMarie Montoya Jr.
Sent: Friday, January 20, 2023 9:45 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Cc: Keener, Leslie <lkeener@cabq.gov>
Subject: j Proposed Service Suspensions !

ToWhomThisMayConcern (Attn: Ms Leslie Keener): i am writing this today to express my VEHEMENT & ARDENT disagreement with the proposed suspension of service regarding routes 96 & 790 ! Those of us that live in the bedroom neighborhoods on the WestSide & use public transportation have limited options in getting downtown & to the NorthEastern half of the city where most of us work. To further limit our ability to get there by restricting us to Route 155 (to Central Ave to transfer to the ART Routes of 766 or 777) greatly increases our commute time & SEVERELY hinders our ability to get to work on time (Which is something I am sure You expect of Your co-workers & subordinates) ! I personally take Route 96 (When it runs, this past week it has shown up ONCE out of 4 days as Monday You operated on a Saturday Schedule) & transfer to Route 140/141, my commute time is a little over an hour & when Route 96 does not show up I have to take Route 790 - transfer to Route 11 - & then transfer to Route 140/141 which increases my commute time to an hour & a half or better, getting me to work late ! If restricted to the aforementioned option of Route 155 to Central Ave to transfer to an ART Route & then transfer to Route 140/141 it will permanently get me to work late (And that is when Route 155 shows up, which it usually does but there have been occasions when Route 96 & Route 155 DID NOT show up & if it wasn't for Route 790 I would have been more than a couple hours late getting to work !). Now this is just my work experience, multiply that by all those that also use these Routes (96 & 790) & You get a better picture of the inconvenience these changes will cause not only to the ridership but to the business community of Albuquerque as a whole. Further Route 96, at present, ONLY HAS 1 run in each direction daily (Once running SouthEast in the morning & once returning in the afternoon - so far as I know, as I do not get out of work early enough to take advantage of the return trip & am speculating this is the case) & is utilized by some riders that work at KAFB, this will end up being detrimental to them as well ! And Route 790 is utilized by UNM students that live on the WestSide & must commute to school, as it is service for Route 790 is less frequent

during the Summer Season as there are fewer students ! My I respectfully suggest that You re-consider the impact that these proposals will have ! Thank You - Sincerely J.Montoya

From: Susan Boone
Sent: Friday, January 20, 2023 11:37 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: bus changes

To whom It May Concern,
I URGE you NOT TO CHANGE the following Bus Lines:
#140 and the# 141-both of these lines are VERY BUSY bus lines and are often crowded. In addition, Many PEOPLE take these bus lines for work, doctors appointments, grocery shopping and more. Plus, many handicap people take these bus lines. If you take away either of these bus route lines, then YOU Are doing a DIS-service to all those who are handicapped, seniors, commuters, and more! In addition, this could be viewed as discriminating.

As for the #2 eubank bus- DO NOT MAKE any changes to that line. It is already on a 60 minute bus route schedule. IF you change that to make the wait times LONGER, then you dont really care about all those who live and work along Eubank. I take this bus at least once a week and to make changes for wait to is just showing a disservice to all!

As for the Central Avenue buses-take away or cut back on the Newer ART buses! the OLD rt 66 bus route works just fine. NO need to change that one. But eliminate the newer bus routes 766, 777, or the 750. we dont need 4 bus route lines along Central!

In addition,
PLEASE ADD police/security to all the bus routes! And START CHARGING sooner than July! Too many passengers and bus drivers are getting injured due to so many criminals and homeless being on the buses! I have witnessed a couple incidents on the buses! Especially the Central avenue bus routes!

Sincerely,
Sue Boone

From: Susan Boone
Sent: Friday, January 20, 2023 11:42 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: bus changes

Hello.
I am contacting you folks in regards to the proposed bus changes coming up.

On the Central #66 buses-are the buses being changed from 15 to 20 minutes ONLY DURING morning RUSH HOURS??

ALSO- on the San Mateo Buses (#140/141): to eliminate the #140 is SOOOOO WRONG! this will screw up many passengers who use this line for getting to work! In Addition, the san mateo bus route lines are one of the BUSIEST in the city! Plus, there are Many Disable/handicapped people that use these buses on a daily basis for doctor appointment, other appointments, grocery

shopping and more. TO Eliminate either of these routes, is blatant discrimination!

And stop blaming the shortage of Drivers! IT IS THE CITY'S RESPONSIBILITY to ensure the safety of passengers on ALL THE BUSES!

From speaking with other passengers and even some bus drivers, we would ALL FEE safer if there were cops/security on the buses! I have NOT experienced violence, yet. But I do see many people/passengers on the buses, who sit in the Front Handicap/Senior seats AND WONT MOVE when someone with a walker/cane get on the bus. ONLY when a passenger in a wheelchair gets on, will the person move.

As for the Eubank bus, It already runs JUST ONCE an HOUR! It already runs every 60 minutes! I take the bus every couple of weeks and it runs every 60 minutes> NOT LESS!

PLEASE CONSIDER ALL OPTIONS BEFORE MAKING ANY PERMANENT CHANGES! THERE ARE MANY WHO TAKE THE CITY BUSES TO WORK, doctor appointments, grocery shopping and such.

Having a disability myself, I take the city buses 6 days a week. It is very frustrating when you have an appointment and you call the #311 and they give you the wrong information! They need to be KEPT up to date on all the buses!

Hire more drivers and GET SECURITY ON THE BUSES!

Sincerely,

Sue Boone

From: Jaime Denison
Sent: Friday, January 20, 2023 1:48 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Comment about Suspending Services

Hello,

I just wanted to provide a comment about the suggested services being suspended, which I completely understand the situation you are facing given the lack of drivers. I am particularly concerned about the complete suspension of the Blue Line Route 790, which I use on a regular basis to get back and forth from the westside to the UNM/CNM area. Although I certainly don't see the normal ridership from before the pandemic, I do notice a lot of people are still reliant on this particular route whom I see regularly, and it provides a significant means of linking the city for those of us who don't have cars. It also alleviates a lot of traffic that goes between the westside and eastside of the city given the limited number of crossings over the Rio Grande River. It would be great if the Blue Line could be kept, even if its schedule is reduced like some of the other proposed suspensions on other routes. Thank you for your time, and I hope you have a good weekend!

Cheers,
Jaime Denison

From: Myla Cooper
Sent: Friday, January 20, 2023 5:11 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

Hello,

I live on the Westside and have take the 92 commuter for years, as it is a commuter from the North Transit station that services Lomas & University, where I work for UNM. The only alternative is the 790 and I have to walk half a mile to work, but I use it when I need to.

The proposed changes want to cut both busses. This would effectively completely cut off the Westside from UNMH, UNM and downtown.

Already cuts have included commuters to the Westside North Transit Center. You have cut the 162, 94, 96 and 98. The 92 is the only commuter left.

Please keep the 92, and if not, at least 2 routes for the 790 in the morning & afternoon. Albuquerque includes the Westside and many students and staff depend on the 790. Many people were unaware of these proposed cuts, which are not highly prevalent on your website.

I know ridership is important, and the 790 has ridership. Apparently no one “wants” to drive to the Westside. This is just wrong, we are part of the City of Albuquerque and utilize the 92 and 790. After all the money poured into the ART bus, it seems ludicrous that you want to cut the ENTIRE service.

Yet you have THREE busses on Central that service many people that do not really have any destination. Amazing.

I know you have a driver shortage, but please do not cut off the Westside entirely I know that the 157 services the base, but that is on the other side of the City from UNM, the City and the County staff. I see that the 155 is also still running, but only services Coors. Why not cut that bus and give us service to UNMH, UNM and downtown? All we are asking are a commuter to get to and from work. That is only two routes.

Thank you for reading my comments, I sure hope they help.

W

From: Charles Thompson
Sent: Friday, January 20, 2023 5:18 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Cc: Lewis, Dan P. <danlewis@cabq.gov>
Subject: Service Suspensions

Hello,

I am writing to voice opposition to suspension of the 790 service to the west side of Albuquerque. The 790 provides an important transportation link that has helped many NM students to access CNM and UNM from the west aide. Both of my sons were able to access the UNM with the 790 and it benefits

other families who may not have the resources to provide a car to their student. Plus it gets many cars off of the arterial streets which is important.

I understand the issue of the driver shortage. I would support what ever the city needs to do to increase driver compensation or other steps to correct the shortage. It is sad to see the city taking another step backward with transportation.

Thank you and best wishes.

C. Thompson =

From: Zoe Waldschmidt
Sent: Friday, January 20, 2023 11:31 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

Dear abq ride team,

With the recent news of potential suspensions your team will be making, it's important to shine light on the experience of a person who's only transportation is the buses here in Albuquerque.

I've been using the bus system here since September of 2021, when I first lost my car. I knew nothing about our busses here but it was important I still got to work. I found out that I could still get around town and I happened to live and work right along the route of one of the buses I am most grateful for, the 790.

The suspension of route 790 is detrimental to UNM students, high school students, and every day commuters like me. From the experience of other UNM students, they emphasize the importance of accessible and affordable parking at places like the westside transit center, saving gas, and lowering emissions. My sister is a student at Bosque School and utilizes this bus on the days where class starts later. Without this route I would face the reality of trying to find a new job and it would make everything I love about this city a lot less accessible.

While I understand the urgency of budgeting and employment for this system, I would appreciate if you keep in mind the students and commuters the 790 helps every day.

Thank you for your consideration,
Zoe

From: Scott Yelton
Sent: Friday, January 20, 2023 4:32 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

I think a lot of thought went into this proposal, it makes good sense to me and I ride almost every day. BUT PLEASE don't suspend the 790. I know ridership is low, but please consider reductions over suspension.

Thank you.

From: vincent garcia
Sent: Saturday, January 21, 2023 3:06 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

Good day Sir/madam:

I am writing today in that 157 first or last route will be suspended. My trip in the morning if the first route will be effected if that route or 96 to Kirtland Air Force Base will be suspended. My work schedule has changed already because of the 96 route change. My schedule was 6:00 to 2:00 now it's 6:30 to 2:00 losing 5 hours of pay a paycheck. I can't afford to cut back even more if either route is cut. I understand lack of drivers, I get it. Thank you for your time.

Vincent Garcia

From: Kathleen MacGregor
Sent: Saturday, January 21, 2023 7:23 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

Please do not suspend service to the 790 ARTX Blue Line. This is the only way my daughter and I go to the Cottonwood Mall area. The other bus routes that go there take too long, and are out of the way. A lot of students and employees take the 790 to and from UNM.

Please do not suspend the 140 route. You really should keep it. Why do you want to suspend anything when you are running at 100% of the pre pandemic? You really need to run the 140 on weekends. I want to go to some of the events at the Balloon Fiesta Park, but I cannot. It is a really long walk there from the last 140 bus stop.

The 66 Central is my main bus route. Please do not change. Why change it when it is running at 92% pre pandemic. It is bad enough when you make me late to work, because my bus did not show. There have been times when I was carrying heavy packages and I had to wait 15 to 30 minutes longer, because a bus did not show. The 66 should run every 10 minutes. If you make it every 20 minutes the buses may become more crowded. You should also bring back the route between 5:34 AM and 6:07 AM.

You should please keep the 1 Juan Tabo and the 2 Eubank the same. High School students and Kirkland Air Force Base employees ride those routes. I would ride those routes more often if they ran more than once an hour on the weekends.

Please keep the 31 the same as well. One of my daughters rides it.

ABQ RIDE never should have started the zero fares program. It has gotten worse in the safety at bus stops and on the buses. This may also be why bus drivers have quit, and why my buses to work and to home never showed.

I do not know why you are allowing me and other people share our feedback on the bus suspensions. You may just do what you want.

The buses on routes 66 and 777/766 should have stayed on every 10 minutes. Mayor Baca had the 66 run every 10 minutes. Mayor Chavez ruined it. Mayor Berry really ruined it by changing the rapid rides. If it had then you never would have done the stupid rapid ride stops. It was not needed. It is not as rapid as it used to be. There are too many stops. I need you to have the 777 stop on Central and Elizabeth. It is half way between Eubank and Juan Tabo. I could then catch it without having to walk down to Eubank. It gets stopped by the red light at Elizabeth a lot, too.

Thank you for allowing me to share how I feel about you suspensions. Please take my feedback into consideration, and the feedback from the rest of the public.

Thank you,
Kathleen

From: Kathleen MacGregor
Sent: Saturday, January 21, 2023 7:38 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

I hope you received what I sent. It took me a long time, and I kept losing what I had written. Just in case you did not, here is a brief summary.

Please do not suspend the 790. This route is the only way my daughter and I go to the Cottonwood Mall area. UNM students and employees ride it to and from UNM. Why did it not go back to the pre summer schedule when the fall semester started?

Please do not suspend the 140. Please let the 140 run on weekends. The Balloon Fiesta Park has events that I cannot go to because the bus does not go there.

Please keep the 66 at every 15 minutes, or make it every 10 minutes.

Please keep the 31 the same. I have a daughter who rides it.

Please do not make the 1 and 2 every hour. High School students and Kirkland employees ride those buses. I would ride more often on the weekends if they ran more than once an hour.

Thank you for allowing me to share my thoughts. Please take my feedback into consideration.

Thank you,
Kathleen

From: Eric Lucero
Sent: Sunday, January 22, 2023 10:18 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

Hello,

I do hope that the 54 isn't hit too hard by suspensions, as it's the route I rely on and at most hours there are a good amount of people riding. I have noticed that in the last few months though that it is a gamble if a scheduled bus will show up, so if that issue is fixed it will be good =

From: HAREN, AGGA L
Sent: Monday, January 23, 2023 6:57 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Cc: Agga Haren
Subject: suspension of route 96

ABQ Ride,

I wanted to express my displeasure with your decision to suspend route 96. This will make it very difficult for those of us on the westside to transit to the east side. Additionally, the 96 one of the few routes that still go on base further limiting us that need to get to work on base. You are also restricting alternate options such the 790 which doesn't go on base or even near it and the first and last route of the 157. It seems you are trying to divide the east and west sides of town. Furthermore, the serious lack of transparency to the riders of your intended actions makes for a limited opportunity to comment. Limited comment period to only a couple days after notifying (if you call word of mouth among ridership notification) is not good government.

Cheers!
Aggie

[A.L. Haren](#)

From: Stephanie Castro
Sent: Monday, January 23, 2023 8:50 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions

251 needs to keep its service it bad enough it down to only 1 route in morning and afternoon. Please don't limit it anymore. Especially on masthead/jefferson 4 people get on/off right there.

Thank you.

From: Brian Rasmussen
Sent: Monday, January 23, 2023 12:42 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspensions, Public Comment

Hello,

I'm writing to ask that the city please not cancel routes nor impose fares again. I work at CNM and we have multiple students who depend on the bus for all their transportation needs. Moreover, as someone who lives on the westside, the Blue Line is vitally important to myself and my partner.

Kindly,

Brian Rasmussen

From: Jivetti, Billystrom
Sent: Monday, January 23, 2023 4:51 PM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Comment on Proposed Route Changes & Suspensions
Importance: High

Re: Proposed Transit Changes on ABQ RIDE #198

I am the Data Analyst for the Office of Equity and Inclusion for the City of Albuquerque. The Office of Equity and Inclusion serves many communities that are going to be directly and negatively impacted by the proposed changes. We therefore extend concern about the potential disparity that will likely be amplified by the proposed changes.

As a frequent daily commuter, I am submitting this comment on behalf of ABQ Ride Bus Number 198. I have been riding this route since 2017 when I worked at the University of New Mexico. In 2017-18, the earliest and only Southbound Bus would arrive at my Bus Stop on 118th Street at 6:48AM. Currently, the bus arrives after 7:14AM – the marked time. There is no northbound Bus on 118th at any time of the day. Essentially, if one misses this Southbound bus, then they are forced to walk about 1.5 miles to the next stop and wait on 98th street. Suffice it to say, will be late at work and the inconvenience of walking notwithstanding. Since 2017, there has been about three housing developments along the 118th route which has contributed to the dependency on the ABQ RIDE Bus to get to work or other services every day. This includes students and teachers who are commuting to/from Atrisco Heritage Academy or workers like me who commute to the City and beyond for work. Majority of these constituents are not even aware of the proposed changes.

In lieu of the foregoing, it is evident that the proposed route changes and suspensions will definitely complicate commute for riders who are already marginalized by the existing transit schedule. It will potentially result in job losses, income, and additional economic hardship to residents who are already struggling. Majority are also racial minorities who will be forced to buy and depend on personal vehicles. Additional cars will also contribute to traffic jams on 98th Street.

Billy JIVETTI

APPENDIX 2
Public Comments Received

**Title VI Service Equity Analysis of
Suspensions Due to Staffing Shortage**

From: Mikayla Edmondson
Sent: Friday, January 27, 2023 9:34 AM
To: ABQ Ride Suggestions <ABQRideSuggestions@cabq.gov>
Subject: Service Suspension

Good morning,

I am aware that I missed the deadline to comment on this matter, however I only recently learned of the proposed service suspension.

I ride the 790 ARTx Blue Line to get to UNM and was surprised to learn that all service to that route would be entirely suspended. Could there not be at least one or two trips for students like me who rely on the Blue Line to get to school/work? I understand the staffing shortage is severe but the 251 Rio Rancho-Albuquerque / Rail Runner Connection will still be running even though it is currently operating 20% of pre-pandemic service, whereas 790 ARTx Blue Line is currently operating 39% of pre-pandemic service.

Thank you,

Mikayla Edmondson