

# CITY of ALBUQUERQUE

## TWENTY SEVENTH COUNCIL

COUNCIL BILL NO. R-26-26 ENACTMENT NO. \_\_\_\_\_

SPONSORED BY: Joaquín Baca, by request

1 RESOLUTION

2 APPROVING THE TRANSIT DEPARTMENT’S 2026 TITLE VI PROGRAM.

3 WHEREAS, pursuant to Title VI of the Civil Rights Act of 1964, 42 U.S.C.  
4 §2000d et seq. (“the Act”) and 49 CFR Part 21, the U.S. Department of  
5 Transportation and the Federal Transit Administration (FTA) prohibit  
6 discrimination on the basis of race, color or national origin; and

7 WHEREAS, as a recipient of FTA funds, the Transit Department is required  
8 to comply with the requirements of the Act and applicable implementing  
9 regulations; and

10 WHEREAS, pursuant to FTA Circular 4702.1B, the Transit Department is  
11 required to submit its Title VI program to its governing entity for approval; and

12 WHEREAS, the Council has considered and determined to approve the  
13 department’s 2026 Title VI program and policies as set forth in the attached  
14 Exhibit A entitled “ABQ RIDE 2026 Title VI Program,” including but not limited  
15 to the major service change policy, disparate impact and disproportionate  
16 burden policies, and results of the agency’s system-wide service standards  
17 and policies monitoring program, all of which are set forth in the “ABQ RIDE  
18 2026 Title VI Program”.

19 BE IT RESOLVED BY THE COUNCIL, THE GOVERNING BODY OF THE CITY OF  
20 ALBUQUERQUE:

21 Section 1. That the 2026 Title VI Program and policies as set forth in the  
22 attached Exhibit A entitled “ABQ RIDE 2026 Title VI Program” are approved,  
23 including but not limited to the major service change policy, disparate impact  
24 and disproportionate burden policies, results of the agency’s system-wide  
25 service standards and policies monitoring program, and other program  
26 elements set forth therein.

[Bracketed/Underscored Material] - New  
[Bracketed/Strikethrough Material] - Deletion



Mayor Timothy M. Keller

**CITY OF ALBUQUERQUE**  
**Albuquerque, New Mexico**  
**Office of the Mayor**

**INTER-OFFICE MEMORANDUM**

April 22, 2026

**TO:** Klarissa J. Peña, President, City Council

**FROM:** Timothy M. Keller, Mayor



**SUBJECT:** Resolution Approving the Transit Department's 2026 Title VI Program for Submission to the Federal Transit Administration


Attached is a Resolution that would approve the Transit Department's 2026 Title VI Program for submission to the Federal Transit Administration. The Title VI Program is required by the Federal Transit Administration (FTA) as a condition of receiving federal funding.

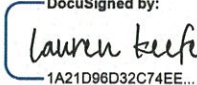
Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color or national origin in the provision of benefits from a program receiving Federal financial assistance. FTA's implementation of that law includes a requirement for transit agencies to submit a Title VI program every three years. The program includes, among other things, a major service change policy, and results of monitoring transit service to ensure equitable distribution of service and service quality.

Legislation Title: APPROVING THE TRANSIT DEPARTMENT'S 2026 TITLE VI PROGRAM

Approved:

Approved as to Legal Form:

  
Samantha Sengel, EdD Date  
Chief Administrative Officer

DocuSigned by:  
 4/23/2026 | 2:05 PM MDT  
1A21D96D32C74EE...  
Lauren Keefe Date  
City Attorney

Recommended:

DocuSigned by:  
 4/23/2026 | 11:01 AM MDT  
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Leslie Keener Date  
Director, Transit

## **Cover Analysis**

### **1. What is it?**

Request for approval of the Transit Department's 2026 Title VI Program as required by the Federal Transit Administration (FTA) as a condition of receiving federal funding. Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq.) prohibits discrimination based on race, color or national origin in the provision of benefits from a program receiving Federal financial assistance. Based on that law, FTA requires transit agencies to submit a Title VI program every three years per their Circular 4702.1B.

### **2. What will this piece of legislation do?**

This resolution will approve the Transit Department's 2026 Title VI Program for submission to FTA. In addition to approving the overall program, the resolution will in particular approve three elements:

- Reaffirm the existing major service change policy, and
- Reaffirm the existing disparate impact and disproportionate burden policies, and
- Approve the results of monitoring of transit service.

### **3. Why is this project needed?**

FTA requires transit agencies to submit a Title VI program, approved by their governing body, every three years as a condition of receiving federal funding. The program includes, among other things, a major service change policy and results of monitoring transit service to ensure equitable distribution of service and service quality.

### **4. How much will it cost and what is the funding source?**

There is no additional cost to the city.

### **5. Is there a revenue source associated with this contract? If so, what level of income is projected?**

None.

### **6. What will happen if the project is not approved?**

The Transit Department's FTA funding will be jeopardized.

### **7. Is this service already provided by another entity?**

No.

**FISCAL IMPACT ANALYSIS**

TITLE: APPROVING THE TRANSIT DEPARTMENT'S 2026 TITLE VI PROGRAM R: O:  
 FUND: 663/661  
 DEPT: Transit

- No measurable fiscal impact is anticipated, i.e., no impact on fund balance over and above existing appropriations.
- (If Applicable) The estimated fiscal impact (defined as impact over and above existing appropriations) of this legislation is as follows:

	Fiscal Years			
	2026	2027	2028	Total
Base Salary/Wages	-	-	-	-
Fringe Benefits at	-	-	-	-
Subtotal Personnel	-	-	-	-
Operating Expenses	-	-	-	-
Property	-	-	-	-
Indirect Costs	-	-	-	-
<b>Total Expenses</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<input checked="" type="checkbox"/> Estimated revenues not affected				
<input type="checkbox"/> Estimated revenue impact				
Revenue from program				
Amount of Grant				
City Cash Match				
City Inkind Match				
City IDOH				
<b>Total Revenue</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

These estimates do not include any adjustment for inflation.  
 \* Range if not easily quantifiable.

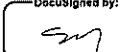
Number of Positions created 0

**COMMENTS:** The Title VI Program is required to continue to receive funds from the Federal Transit Administration (FTA). Existing funds will pay for continued compliance with associated requirements such as translation, as needed, of public documents into Spanish, Vietnamese and Chinese per FTA requirements as well as a continued telephone translation service for occasional needs for verbal translations.

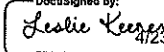
**COMMENTS ON NON-MONETARY IMPACTS TO COMMUNITY/CITY GOVERNMENT:**

Translation, as needed, of documents into Spanish, Vietnamese and Chinese as well as telephone translation services provides access to information by City residents and is necessary for the Transit Department's compliance with the FTA's Title VI regulations, a pre-requisite for continued FTA grant funding.

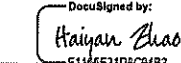
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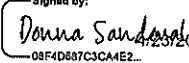
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 FISCAL MANAGER

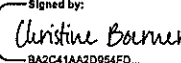
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 DIRECTOR (date)

REVIEWED BY:

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 EXECUTIVE BUDGET ANALYST

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 BUDGET OFFICER (date)

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 CITY ECONOMIST



# **ABQ RIDE 2026 Title VI Program**

**City of Albuquerque  
Transit Department**

**April 2026**

# ABQ RIDE

## 2026 Title VI Program

### Overview

As a recipient of financial assistance from the Federal Transit Administration (FTA), the City of Albuquerque Transit Department (“ABQ RIDE”) follows the requirements of the U.S. Department of Transportation’s Title VI regulations. The requirements are described in FTA’s Circular C 4702.1B, “Title VI Requirements and Guidelines for Federal Transit Administration Recipients” issued October 1, 2012. In keeping with those requirements and their specified update schedule, this 2026 Title VI Program describes ABQ RIDE’s program to comply with these regulations and replaces ABQ RIDE’s previous 2023 program.

ABQ RIDE is the Albuquerque metropolitan area's primary operator of fixed route bus service, as well as complementary paratransit service. The department’s service area is 212 square miles, home to a population of about 650,200 people (*2020 Census*). With a peak fleet requirement of 56 buses, the department currently operates 20 fixed routes with local, all-day service. With another 11 buses at peak requirement, ABQ RIDE operates two “Bus Rapid Transit” routes (Albuquerque Rapid Transit known as “ART”) with frequent service, limited stops, a fixed guideway, and distinctive vehicles and stations. ABQ RIDE operates several of the local routes under contract to the County of Bernalillo which funds those operations. Total fixed-route ridership in FY25 was 7.5 million trips.

ABQ RIDE’s demand-response operations (“Sun Van” and “Connect”) use a fleet of 84 unleaded gasoline-powered cut-away vans and ten e-Transit vans. ADA paratransit ridership in FY2025 was 197,000 trips, and Connect micro-transit ridership was 14,700 trips across two zones.

ABQ RIDE does not charge fares for any of its services.

### Current Reduced Service

Due to staffing shortages, ABQ RIDE has been operating varying levels of reduced service since the COVID-19 pandemic, but ABQ RIDE completed a service plan (“ABQ RIDE Forward”) in 2025 to return to full service over the next several years (with an equity analysis completed in spring 2025 and attached to this program as Appendix C). Current service is about 67% of the pre-pandemic level. The first addition of service in several years, starting the implementation of ABQ RIDE Forward in late 2025, increased service from a low of 62% of pre-pandemic levels. Further phases of implementation are planned for 2026 with full service anticipated by the end of 2029.

At current reduced service levels, ABQ RIDE is operating twenty local fixed-routes with all-day service as well as its two ART bus rapid transit lines. Total ridership on all fixed routes was 7.5 million trips in FY2025.

## **ABQ RIDE 2026 Title VI Program**

ABQ RIDE's facilities include operations facilities, public transit centers, and park-and-ride facilities. Two facilities (the Ken Sanchez and David Rusk maintenance and operations facilities) house the department's vehicles, provide maintenance facilities, and serve as operations and training centers for drivers and their supervisors. The Alvarado Transportation Center in downtown is an intermodal transportation hub served not only by ABQ RIDE but also by the NM Rail Runner Express commuter train, AMTRAK trains, and inter-city bus lines. The department also has five other transit centers and park-and-ride facilities. ABQ RIDE has no subrecipients and directly operates all its fixed-route and demand-response services.

# ABQ RIDE 2026 Title VI Program

## General Reporting Requirements

### 1. Notice to Beneficiaries of Protection under Title VI:

ABQ RIDE provides notice to the public that indicates that the department complies with Title VI and informs them of the protections against discrimination afforded to them by Title VI. The text of the notices is below.

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

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

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

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

Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building, 5th Floor – TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

Notices are provided in English, Spanish, Vietnamese, and Chinese (Safe Harbor languages) on ABQ RIDE's website (<https://www.cabq.gov/transit/rider-resources/title-vi-civil-rights>). Printed notices are posted in English and Spanish on all of ABQ RIDE's buses and vans as well as at major facilities such as the Alvarado Transportation Center.

### 2. Title VI Compliant Procedures:

ABQ RIDE's complaint procedures are below, followed by the complaint form. The form and procedures are available to the public on ABQ RIDE's Title VI web page in English, Spanish, Vietnamese, and Chinese.

## **ABQ RIDE 2026 Title VI Program**

### **ABQ RIDE Title VI Complaint Procedures**

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

The complaint should be submitted to the following address:

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

Alternatively, the complaint may be scanned and emailed to:  
[ABQRIDETitleVI@cabq.gov](mailto:ABQRIDETitleVI@cabq.gov)

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

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

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

A person may also file a signed, written complaint directly with the Federal Transit Administration / Office of Civil Rights / Attention: Complaint Team / East Building, 5th Floor – TCR / 1200 New Jersey Ave., SE / Washington, DC 20590.

# ABQ RIDE 2026 Title VI Program



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

**Title VI Complaint Form**

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

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

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

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

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

8. What date did the alleged discrimination take place? \_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

If yes, check each box that applies:

- Federal agency       Federal court       State agency   
 State court       Local agency

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

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
 Telephone Number: \_\_\_\_\_

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

Complainant Signature \_\_\_\_\_ Date \_\_\_\_\_

**3. Title VI Investigations, Complaints, and Lawsuits:**

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

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

Over the past three years, ABQ RIDE has conducted a variety of public outreach efforts primarily related to planning for future transit service as part of the ABQ RIDE Forward network plan. These efforts have included a range of activities from notices posted on bus stops and buses to widely distributed surveys, public meetings, and media interviews.

Generally, ABQ RIDE routinely posts notices on all buses regarding upcoming schedule changes, and ABQ RIDE's annual operating budget goes through the City Council's public hearing process. Through the City's 311 call center, ABQ RIDE receives and responds to public input on an ongoing basis, and the department uses social media to reach out to constituents and respond to comments. As described in ABQ RIDE's Public Participation Plan (Appendix B), ABQ RIDE strives to consider the needs of and to engage minority populations

## **ABQ RIDE 2026 Title VI Program**

and those with limited English proficiency (LEP) through methods such as: posters and advertisements in English and Spanish at bus stops, inside buses, and/or at transit centers, contact with organizations serving these communities, press releases and interviews with Spanish-language media, social media posts, notification on buses that translation services (including languages other than Spanish) are available for free, surveys of targeted markets, and public meetings held at times and in locations accessible to affected members of the public with interpretation services when requested or likely to be needed.

### **ABQ RIDE Forward Network Plan**

Beginning in 2022 and completed in 2025, ABQ RIDE undertook a major route network evaluation and redesign project called ABQ RIDE Forward. The process included extensive public outreach to guide the design of the future bus route network. The project provided detailed briefings and invited involvement from a large group of stakeholders, including riders, staff from agencies providing income support, social services, health care and immigrant assistance, representatives from major trip generators like the University of New Mexico and from advocacy organizations, and staff from related public agencies. ABQ RIDE also asked this group for help in soliciting feedback from their constituencies.

The department directly solicited feedback in a variety of ways. Staff placed posters on all buses in English and Spanish and information boards at libraries and community centers. Media outreach encouraging public participation included press releases, radio interviews, and TV coverage, including a Spanish-language station. Likewise, social media posts sought to inform the public about the project and to get public involvement. The project website included online surveys in English and Spanish and extensive information, maps and reports on the project's progress. Department and consultant staff held "pop-up" events at major bus stops and transit centers to encourage riders to fill out surveys. Flyers seeking survey responses were distributed in English and Spanish.

The project included public meetings (virtual and in person, at several locations) at various times of day and days of the week as well as virtual and hybrid focus-group meetings with any participants who signed up through the project website. The department offered Spanish interpretation at several meetings and focus groups and had staff fluent in Spanish at events and meetings. In collaboration with a local non-profit service organization who assisted with interpretation services, the project held a meeting specifically for people who speak a variety of languages other than English and Spanish.

Through the three-year planning process, the project held over 50 public and stakeholder meetings, 45 pop-up and intercept survey events, and collected about 3,000 survey responses. The equity analysis for the final network plan is attached as Appendix C.

## ABQ RIDE 2026 Title VI Program

5. Meaningful Access to Persons with Limited English Proficiency:

Transit service information, such as system route schedules, route maps, and other transit and paratransit service information, is available in English and Spanish. Route schedules and other written information are accessible at public libraries and community centers, educational facilities, and other public buildings, where feasible. In addition to Spanish, the Department has translated its Title VI notices and complaint procedures into Vietnamese and Chinese, as well as its “Sun Van and You” guidebook for using the Department’s paratransit service.

In addition, the Department has some individuals conversant in Spanish who are available to assist Spanish-speaking constituents with limited English abilities. Similarly, many day-to-day transit questions are handled by the city’s 311 Call Center which provides information in Spanish. To augment these capabilities, the Department has contracted telephone interpretation services available for more than 200 languages and contracted services to translate documents into Safe Harbor languages. ABQ RIDE’s web site provides a tool on every page to translate into dozens of languages. Please see Appendix D for ABQ RIDE’s Language Assistance Plan.

6. Non-Elected Advisory Committees:

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

### Membership of Advisory Committees By Race

Committee	Asian American	Black / African American	Hispanic	Native American	Pacific Islander	White
Transit Advisory Board	0%	10%	9%	0%	0%	81%
Paratransit Advisory Board	0%	0%	17%	0%	0%	83%

To increase minority participation on these boards, ABQ RIDE posts the opportunity to serve on these committees on buses and paratransit vans and on the ABQ RIDE’s webpage for each committee, with an online form for interested individuals to submit for consideration.

## **ABQ RIDE 2026 Title VI Program**

7. Compliance by Subrecipients and Equity Analysis for Locating New Facilities:  
ABQ RIDE has no subrecipients and has not located a new storage facility, maintenance facility, operating center, or similar facility since the last Title VI program submission.

### **Requirements for Fixed Route Transit**

1. Demographic Data

- A. Demographic and Service Profile Maps and Charts: Demographic data for this program and future updates use the most recent decennial Census or recent American Community Survey data to provide as current an assessment of ABQ RIDE's service area as possible. The following items are provided for this program update:

- 1) Base Map: A scaled map of ABQ RIDE's service area is provided (Figure 1). The base map contains major streets and highways, transit routes, transit stops and stations, maintenance and garage facilities, and administrative buildings, as well as major activity centers or transit trip generators (major activity centers and transit trip generators can include, but are not necessarily limited to, the central business district, outlying high employment areas, schools, and hospitals). The map also highlights those transit facilities that were recently modernized or are scheduled for modernization in the next five (5) years (2026 – 2030). ABQ RIDE's current route map is provided in Figure 2.
- 2) A demographic map follows that plots the above information and also shades Census blocks by whether they have above-average or below-average percentages of minority residents (Figure 3). A similar map is provided showing Census block groups with above-average or below-average percentages of low-income households (Figure 4).

Figures 5 and 6 provide similar demographic maps including a route legend with transit routes identified as minority and/or low-income routes based on FTA's definition for minority routes. By this definition, twenty-one routes (95% of the total) are classified as minority routes; therefore one-third or more of the revenue miles for these routes (not including freeways) are in areas with higher percentage minority populations than the service area as a whole. The average minority population in the service area based on the 2020 Census is 63.2% of the total population; any Census block with a higher minority percentage is considered a minority area for this program.

Using a similar process to identify low-income routes, twenty-one routes (95%) are considered low-income routes. Following FTA's guidance to

## **ABQ RIDE 2026 Title VI Program**

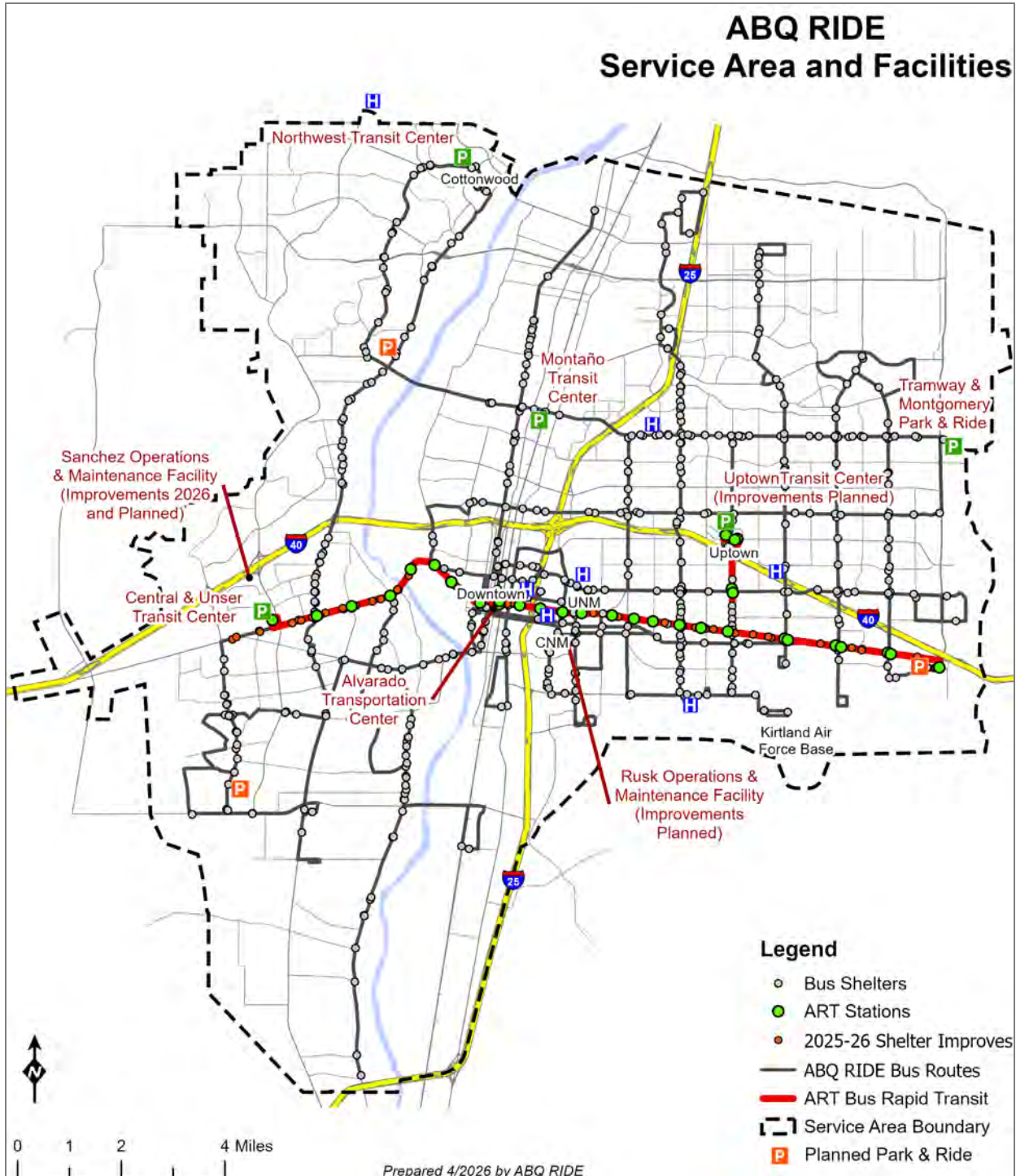
define “low-income” inclusively, ABQ RIDE defined “low-income” to be an average annual household income less than \$35,000, which is approximately the income level qualifying for New Mexico’s Supplemental Nutrition Assistance Program for a household of three. This definition allows the use of 2020 – 2024 American Community Survey (ACS) data for Census block groups. Overall, low-income households make up 26.1% of the total households in the service area. Low-income routes have more than one third of their revenue miles (not including freeways) in areas where more than 26.1% of households have low incomes.

### **ABQ RIDE Service Area Overview**

ABQ RIDE serves the City of Albuquerque, which contains the majority of the population of Bernalillo County, New Mexico. Under contract to Bernalillo County, ABQ RIDE also serves portions of the unincorporated County. The map on the following page (Figure 1) shows ABQ RIDE’s 212 square mile service area along with current routes, bus stops with shelters, transit centers, park & rides, intermodal centers, and operations and maintenance facilities, as well as recent and planned improvements. The ABQ RIDE system map in Figure 2 illustrates the extent of fixed bus routes with route colors indicating different levels of service frequency.

# ABQ RIDE 2026 Title VI Program

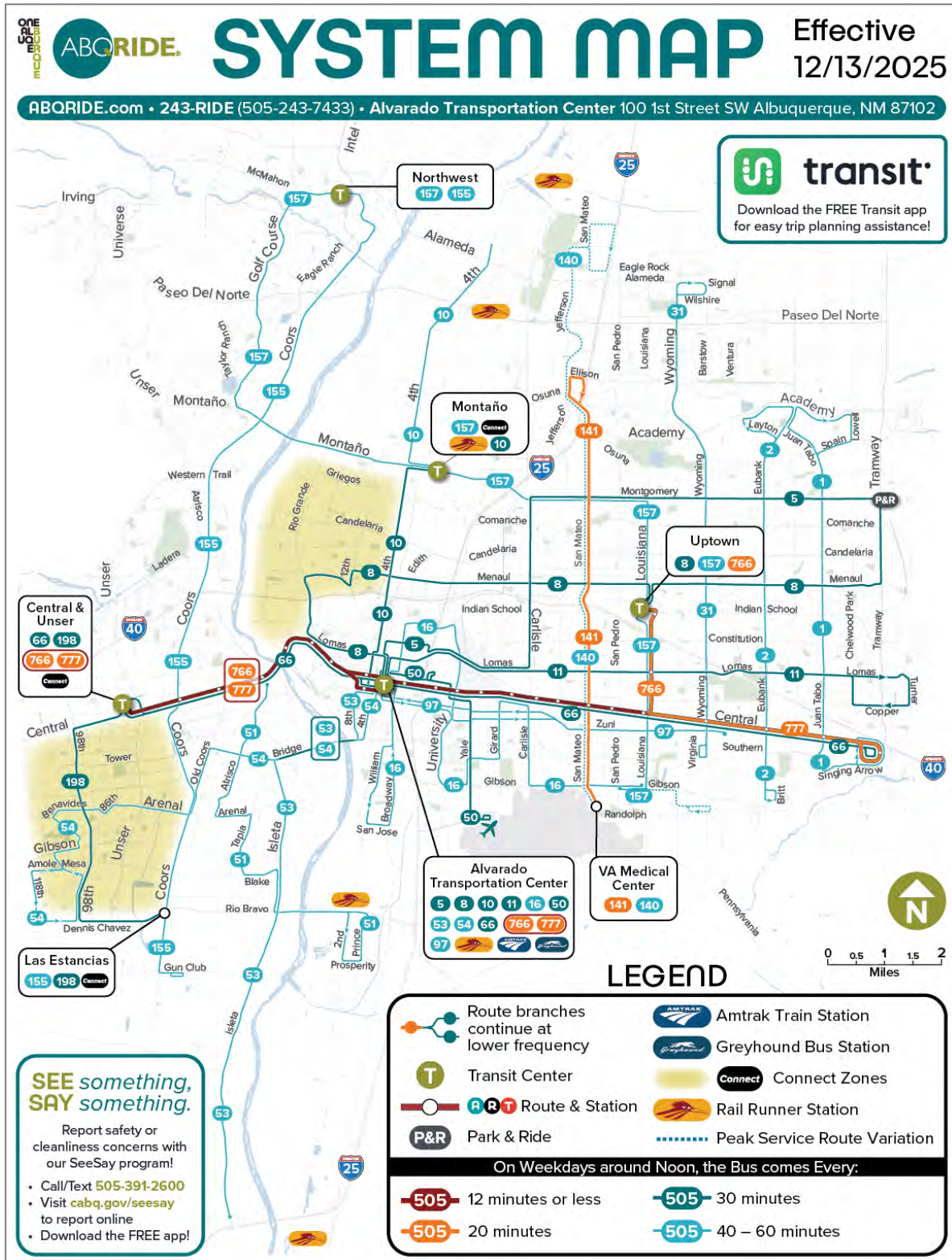
Figure 1



# ABQ RIDE 2026 Title VI Program

The following map in Figure 2 shows the bus routes in the ABQ RIDE service area.

Figure 2



# ABQ RIDE 2026 Title VI Program

## Minority Population

Information about the minority status of the population within ABQ RIDE’s current service area was taken from the 2020 decennial Census data by Census block. The White (Not Hispanic) population was 238,964, comprising far less than half of the population at 36.8%. The Minority population was 410,620 or 63.2% of the total. The Hispanic population of any race was 322,415, which made up the majority of the minority population and almost half of the total population (49.6%). The data are summarized in the following table. Figure 3 shows the geographic distribution of Census blocks with above-average percentages of minority residents (i.e. greater than 63.2%). The map also shows the ABQ RIDE service area, current bus routes, bus stops with shelters, transit centers, park & rides, intermodal centers and operations and maintenance facilities.

**Population Race/Ethnicity for ABQ RIDE Service Area**

<b>Total Population</b>		<b>649,584</b>	<b>100%</b>
<b>Hispanic</b>	Any Race	322,415	49.6%
<b>Non-Hispanic</b>	Black or African American	17,582	2.7%
	American Indian or Alaska Native	26,697	4.1%
	Asian, Hawaiian or Pacific Islander	19,634	3.0%
	Other or Multi-Racial	24,292	3.7%
	White	238,964	36.8%

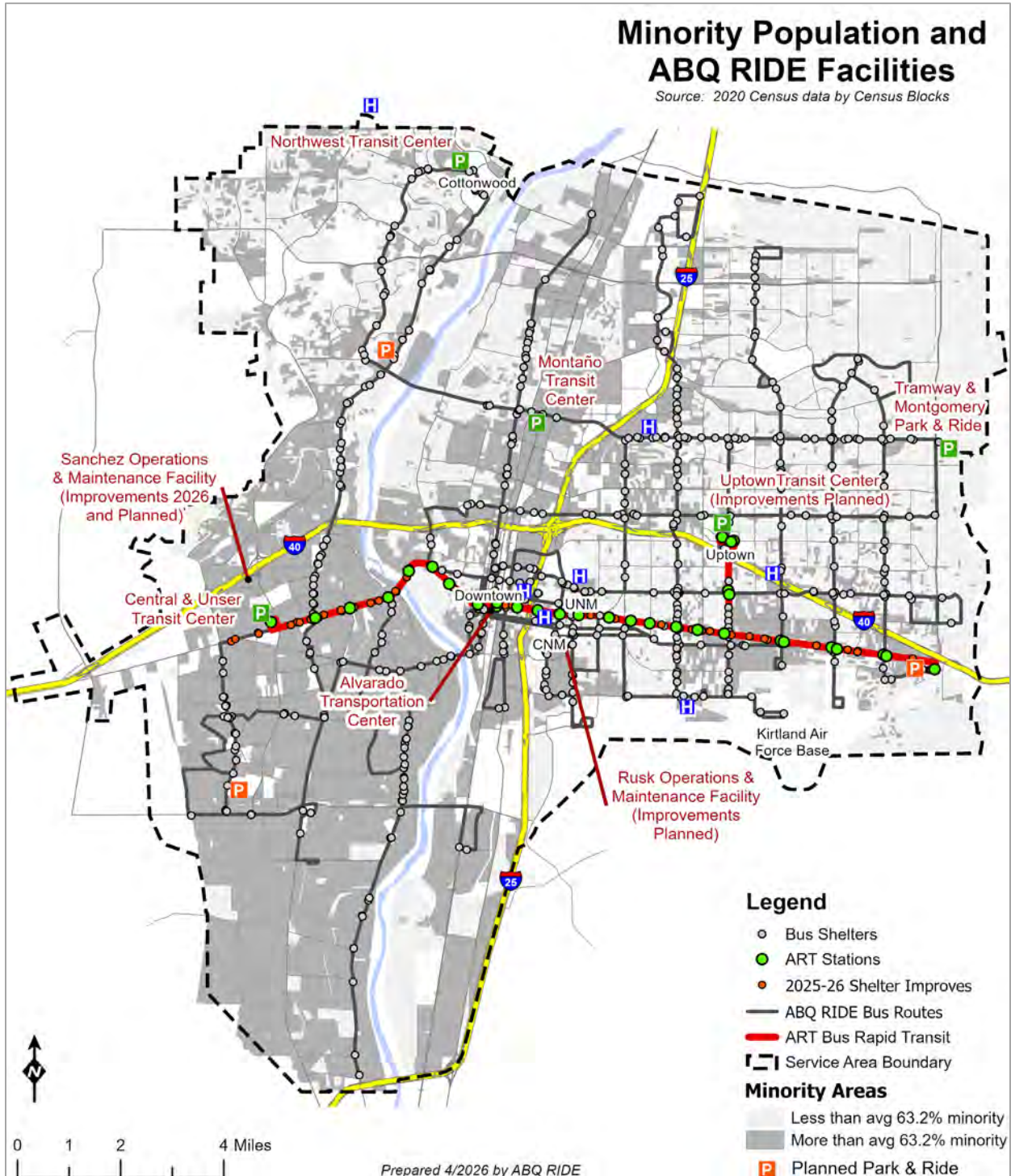
*Source: 2020 Census data by block*

## Low-Income Population

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 for a three-person household to qualify for the State of New Mexico Supplemental Nutrition Assistance Program (SNAP). Based on 2020-2024 5-year American Community Survey (ACS) estimates for Census block groups, low-income households make up 26.1% (71,836) of the total households (274,777) in the service area. The low-income status of households within Census block groups served by ABQ RIDE is detailed in Figure 4, showing the location of block groups with above-average percentages of households with low incomes. The map also shows the ABQ RIDE service area, current bus routes, bus stops with shelters, transit centers, park & rides, intermodal centers and operations and maintenance facilities.

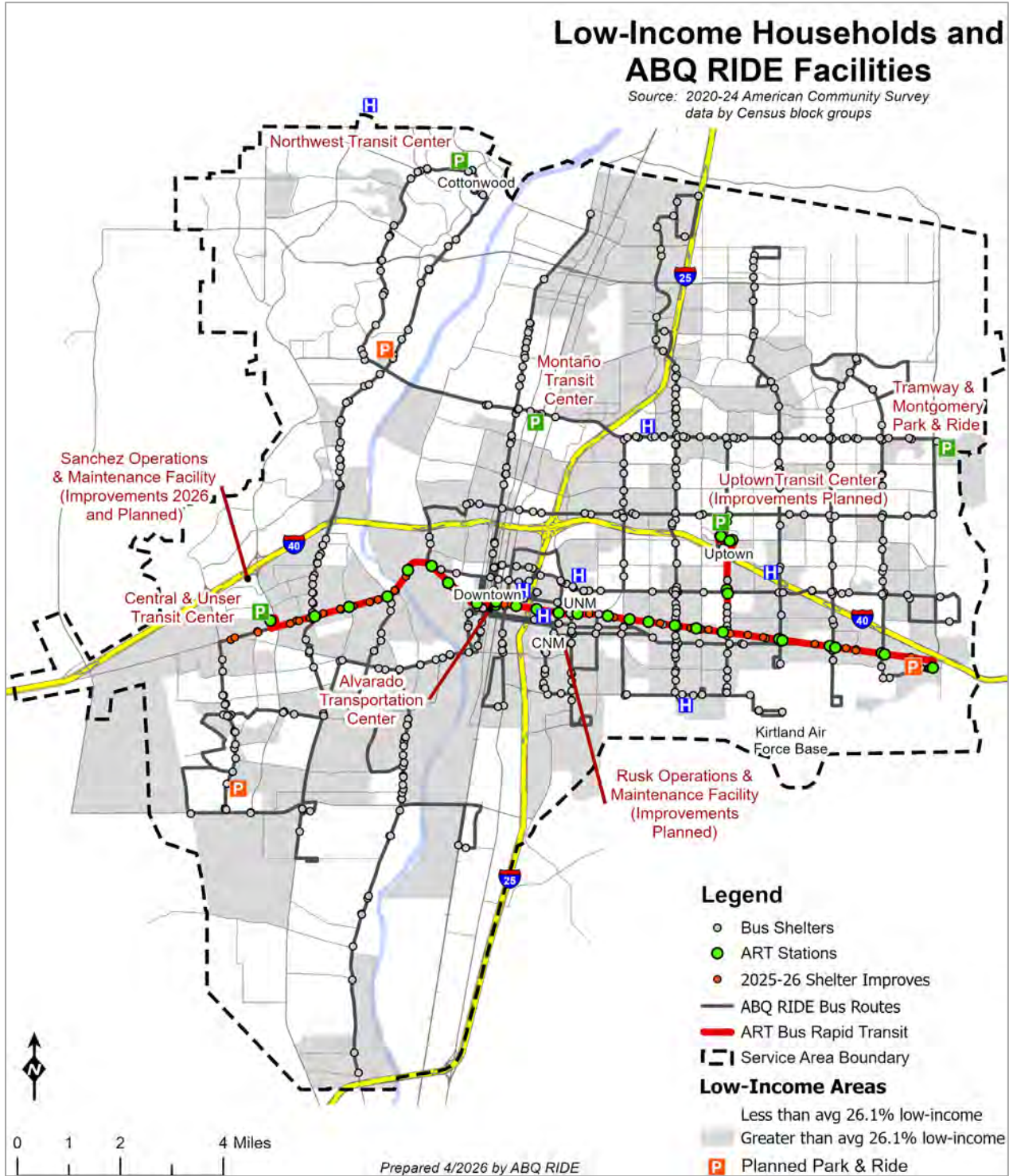
# ABQ RIDE 2026 Title VI Program

Figure 3



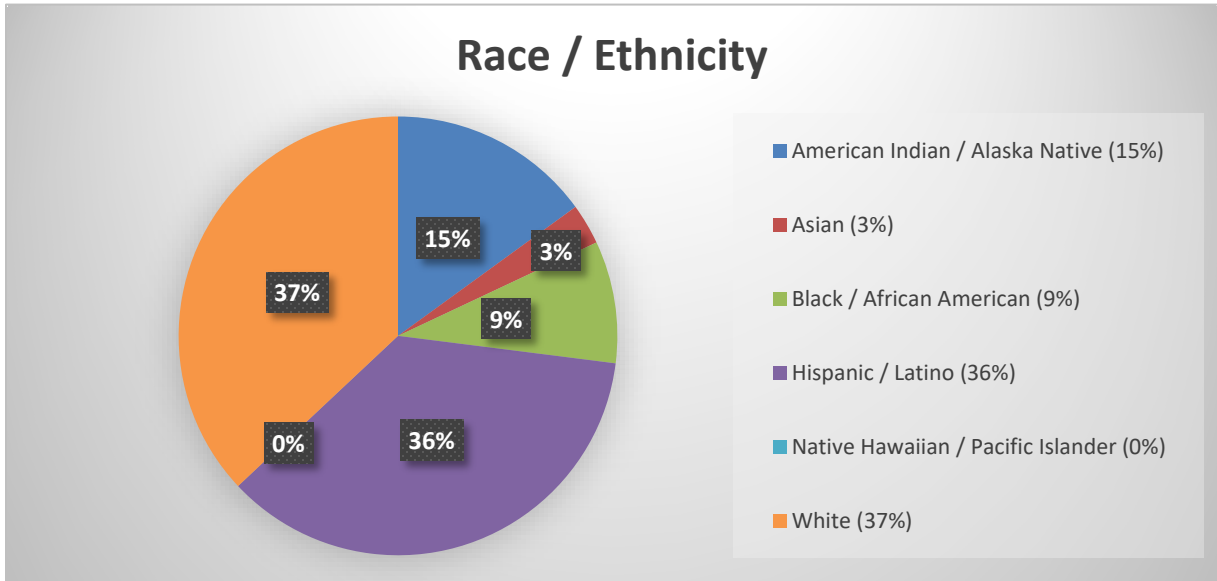
# ABQ RIDE 2026 Title VI Program

Figure 4



## ABQ RIDE 2026 Title VI Program

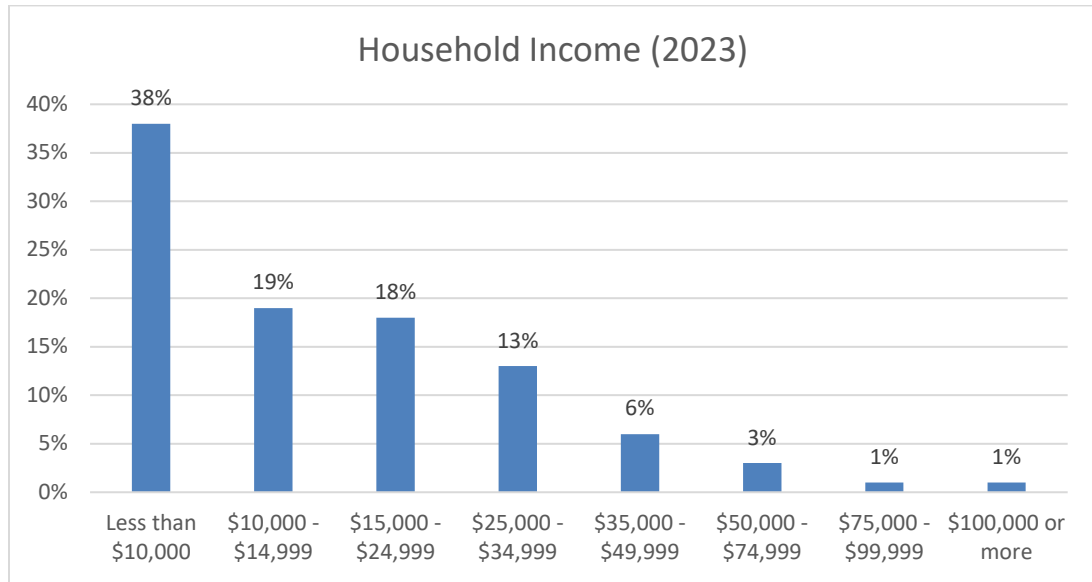
- B. Demographic Ridership and Travel Patterns: ABQ RIDE conducted an on-board survey of ABQ RIDE's riders in January-February 2022. Surveys were offered by interviewers in English and Spanish, with follow-up phone surveys offered to riders who do not speak English very well and speak a language other than Spanish. Over 1,400 surveys were collected. The major results of the surveys for relevant characteristics are presented below, and they are based on the weekday weighted and expanded percentage, as reported in the 2022 Albuquerque Transit (ABQ RIDE) On-Board Survey Report, July 7, 2022.



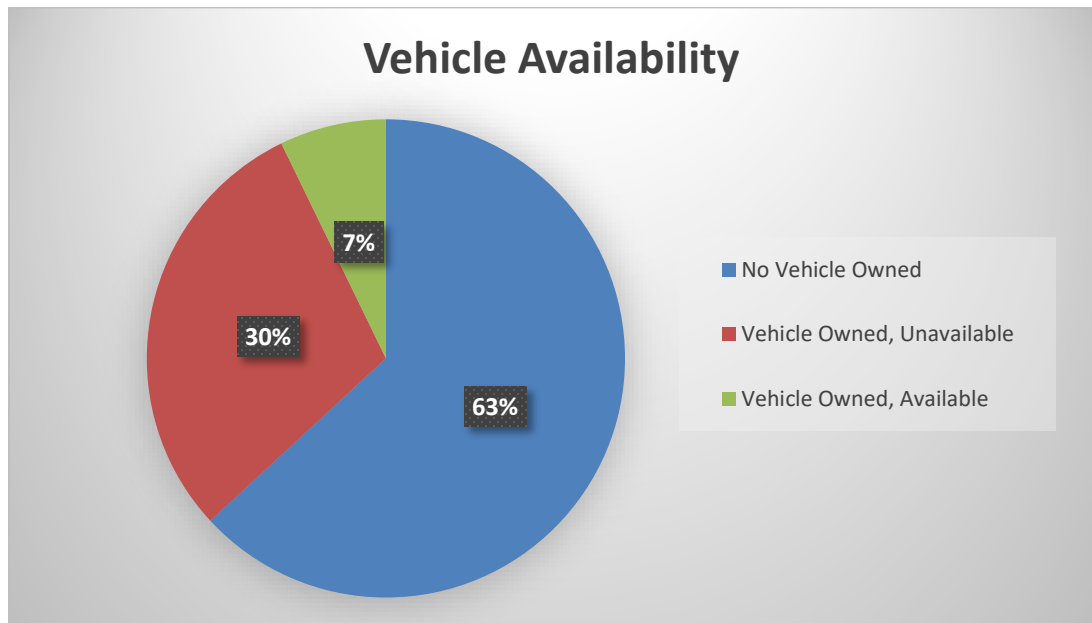
As indicated above, the largest group of riders identified themselves as white/non-Hispanic, with an approximately equal percentage of Hispanic riders. Minorities represent the same share of ABQ RIDE ridership as in the overall population in the service area (63%). Approximately 5% of riders speak English less than “very well.” One-quarter (25%) of ABQ RIDE’s riders speak another language at home, and of these riders, about 20% report that they speak English less than “very well.” Of those that speak other languages at home, 76% of these riders speak Spanish at home. The second predominant language spoken at home is Navajo, at 11% of riders who speak another language.

Household income for riders is relatively low, with a majority of riders (88%) reporting annual household income less than \$35,000. One-half (50%) of riders were employed (full or part-time); 22% reported being unemployed and not seeking work, and 16% are unemployed but are seeking work. One-tenth (10%) of riders were retired. Students represent 14% of all riders. Survey data for household annual income is shown in the following graph.

## ABQ RIDE 2026 Title VI Program

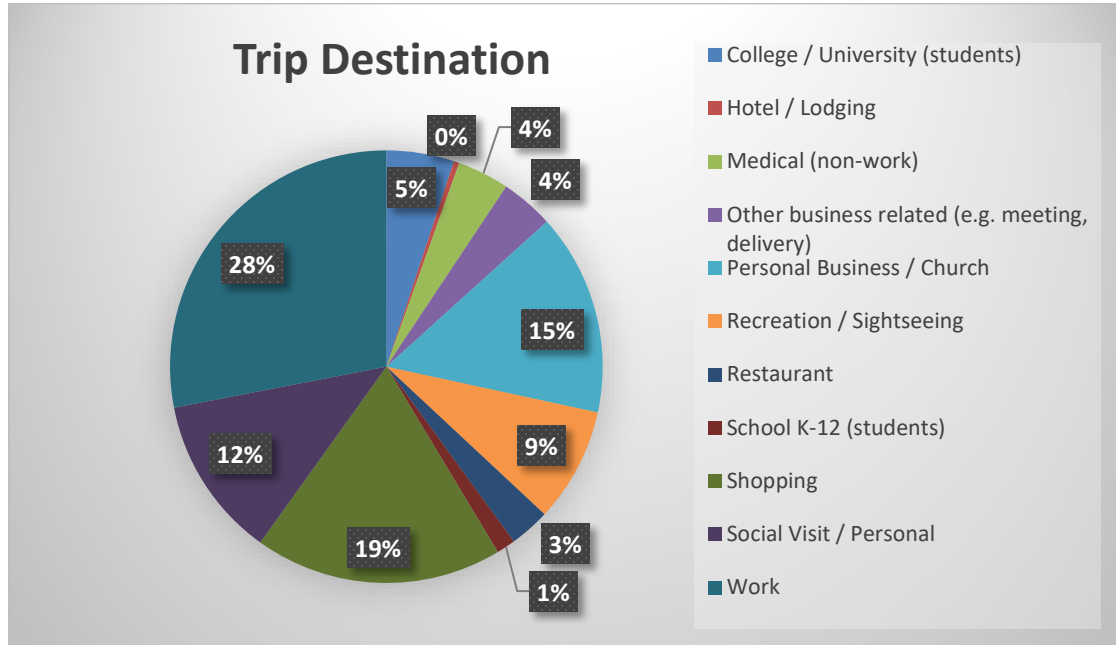


More than half of riders (63%) come from households without a car. Of those with one or more household vehicle, only 20% have access to a vehicle for the trip they made on transit.



## ABQ RIDE 2026 Title VI Program

Excluding trips to home and non-specific “other” destinations, work trips represent about 28% of riders’ trip purposes, followed by personal business and church (19%), shopping trips (19%), social visits/personal (12%), and recreation/sightseeing (9%).



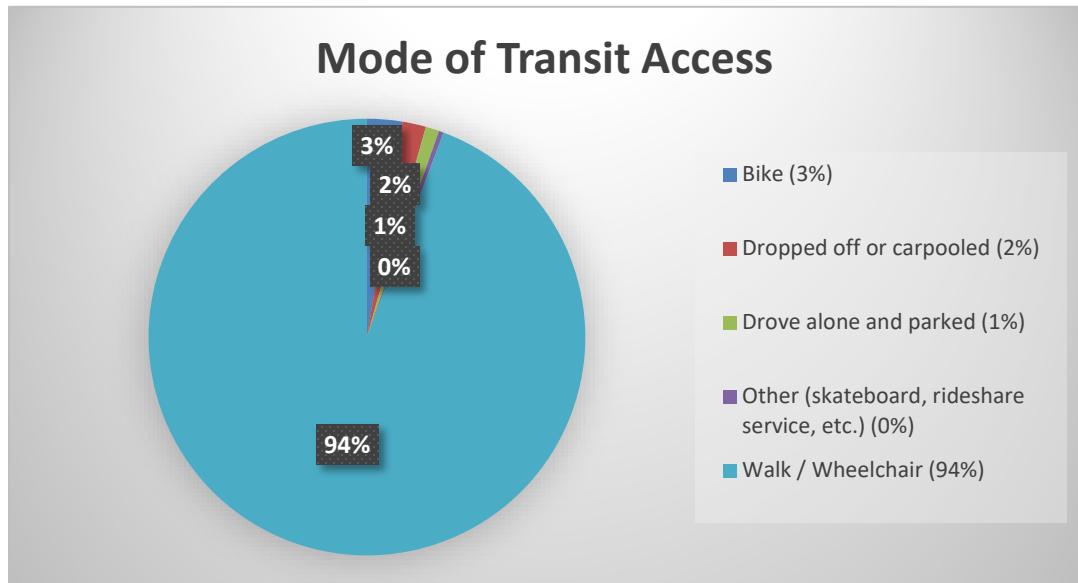
Below is a breakdown of destination types (i.e. trip purposes) by demographic category.

Destination Type by Demographic Category	Minority	Non-Minority	Low-Income	Not Low-Income
Work	29%	26%	25%	42%
Personal Business / Church	19%	20%	21%	12%
Shopping	14%	27%	20%	15%
Social Visit / Personal	12%	12%	13%	4%
Recreation / Sightseeing	10%	6%	9%	8%
College / University (students)	6%	4%	4%	9%
Medical (non-work)	4%	3%	4%	3%
Restaurant	3%	2%	3%	5%
School K-12 (students)	2%	1%	1%	1%
Hotel / Lodging	1%	0%	1%	0%

*Excludes “home” and non-specific “other”*

## ABQ RIDE 2026 Title VI Program

The vast majority of riders walk or bike to get to the bus – 97% of riders. The vast majority (94%) of ABQ RIDE passengers walk to get to the bus.



About 22% of ABQ RIDE passengers transfer to complete their trips.

After a zero-fares pilot project in 2022 and 2023, ABQ RIDE stopped charging fares for all of its services. Since ABQ RIDE was not collecting fares during the time when ABQ RIDE conducted the on-board survey of riders, no information was available for fare payment by demographic groups.

## **ABQ RIDE 2026 Title VI Program**

### **2. System-Wide Service Standards and Policies**

The following system-wide service standards and policies, particularly those related to vehicle headways and service availability, apply to the service ABQ RIDE provides within the City of Albuquerque. Service outside of City limits is generally funded by Bernalillo County or the Rio Metro Regional Transit District, and ABQ RIDE does not control the funding decisions which directly impact vehicle headways and service availability. These service policies have been developed to enable comparison of service quantity and quality between minority and non-minority areas and riders to ensure that service design and operations practices do not result in discrimination on the basis of race, color or national origin.

- A. Passenger Load: ABQ RIDE's standard is not to exceed 150% of seating capacity on a consistent basis.
  
- B. Vehicle Headway: Based on the new ABQ RIDE Forward network plan, ABQ RIDE has established headway targets for each route according to the route's role in the network. Routes expected to generate high ridership based on demographic conditions and historical ridership patterns are planned to have higher frequency service, such as service every 15 to 20 minutes. Other "coverage" routes may not be expected to generate high ridership but provide important connections for high-need population. These routes have low frequency targets, such as service every 60 minutes. Currently while ABQ RIDE works to fill staff vacancies, all routes have headways between about 20 and 60 minutes.
  
- C. On-Time Performance: "On-time" for fixed-route service is defined as vehicles arriving up to 4.5 minutes after scheduled times and departing 0.5 minutes earlier than scheduled times. On-time performance is assessed at designated timepoints (as shown on public timetables). ABQ RIDE's goal is for service to be on-time 80% of the time or more.
  
- D. Service Availability: Through an extensive public input process that prioritized frequent, all-day service in fewer areas with several coverage routes in other high-need areas, ABQ RIDE has established a network with a balance between those ridership and coverage goals rather than establishing a blanket service availability standard.
  
- E. Distribution of Transit Amenities: At a minimum, it is the Transit Department's policy that all designated bus stops be clearly marked with signage indicating a bus stop. The selection for transit amenities such as shelters, benches, trashcans, and printed signs, schedules and maps are based on the following criteria:
  - 1) The average number of daily boardings at a bus stop,
  - 2) The existence of a transfer point between two or more routes,

## **ABQ RIDE 2026 Title VI Program**

- 3) Site suitability, including right-of-way and easement considerations, non-impedance of traffic, and preservation of pedestrian safety.

### **F. Vehicle Assignment:**

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

- At the Ken Sanchez Maintenance & Operations Facility:
  - 60' articulated buses – 30 (20 from 2019, 10 from 2020)
  - 40' standard low-floor buses – 127 (34 from 2009, 40 from 2014 and 2015, 35 from 2024, and 18 from 2025)
  - 35' battery-electric low-floor buses – 5 (2022)
- At the David Rusk Maintenance & Operations Facility:
  - Typically about two thirds of the fleet of 40' buses is located at the David Rusk facility, but due to maintenance staffing shortages the entire fleet is currently housed at the Ken Sanchez facility where reduced service requirements permit all vehicles and drivers to operate.

ABQ RIDE will assign vehicles to particular blocks as follows:

- ART routes must have an articulated bus with doors on both sides.
- For all other routes, vehicles are assigned to blocks randomly, with the exception of the five battery-electric buses which must be assigned to blocks short enough not to exceed the capacity of the buses to complete with a single charge.

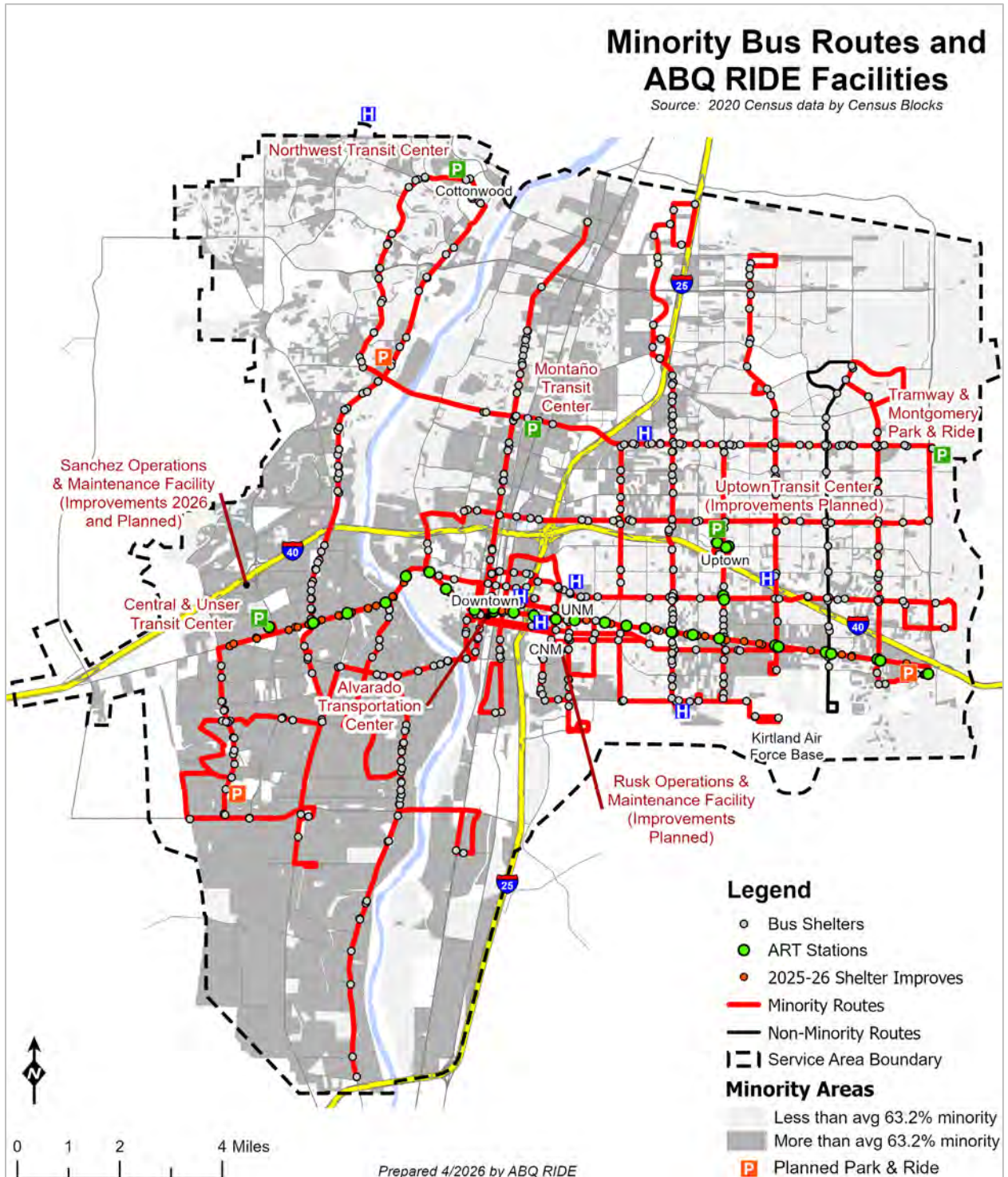
### **4. Monitoring of Transit Service**

ABQ RIDE created a list of minority bus routes as defined in FTA's Circular C 4702.1B (those routes that pass Census blocks with above-average percentages of minorities for at least one-third of the route length). Twenty-one routes of ABQ RIDE's twenty-two routes (95% of the total) are classified as minority routes. Similarly, the department created a list of bus routes that serve Census block groups with above average percentages of low-income households for at least one-third of the route length. By that definition, twenty-one of the twenty-two routes, or 95% of all routes, are classified as low-income routes based on current service. ABQ RIDE has used these classifications to check for discrepancies in attainment of service standards between minority and non-minority routes.

The following map of ABQ RIDE's service area (Figure 5) shows minority areas and bus routes. These routes serve a large portion of the City of Albuquerque.

# ABQ RIDE 2026 Title VI Program

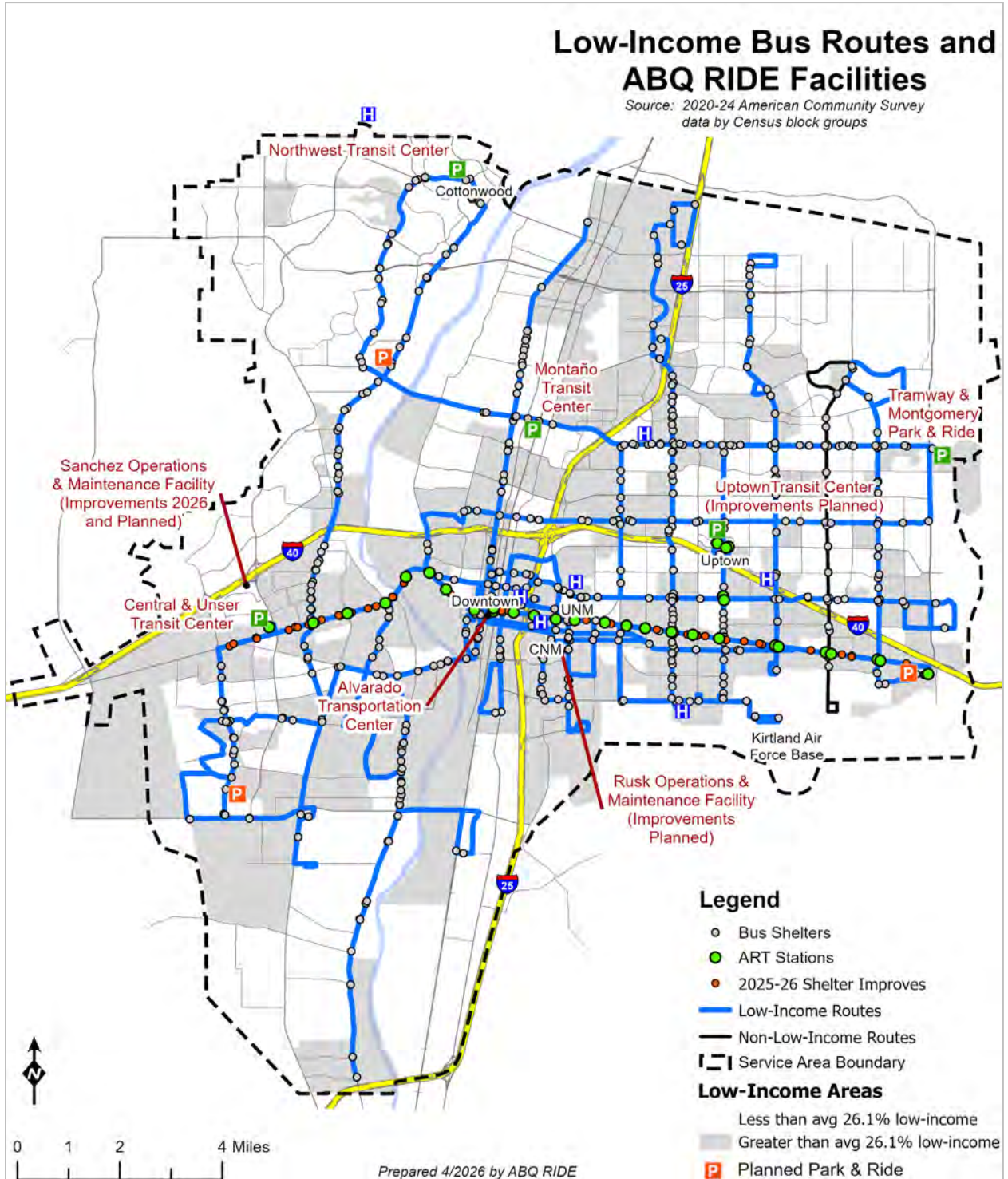
**Figure 5** Minority Bus Route Map



# ABQ RIDE 2026 Title VI Program

The following map of ABQ RIDE's service area (Figure 6) shows low-income areas and bus routes. These routes serve a large portion of the City of Albuquerque.

**Figure 6** Low-Income Bus Route Map



## ABQ RIDE 2026 Title VI Program

### A. Vehicle Load

ABQ RIDE has 119 buses equipped with automatic passenger counters, providing detailed samples of boarding and alighting in the system by route, trip, time, and direction. Table 1 provides average peak loads observed for minority and non-minority routes as a percentage of seating capacity. As shown, no routes are exceeding ABQ RIDE’s load standards.

**Table 1**  
**ABQ RIDE – MAXIMUM PASSENGER LOADS ON WEEKDAYS**  
*(Shaded routes are non-minority routes.)*

Route	Name	Max Load
1	Juan Tabo	25%
2	Eubank	18%
5	Montgomery/Carlisle	74%
8	Menaul	52%
10	North Fourth Street	44%
11	Lomas	43%
16	Broadway/University/Gibson	29%
31	Wyoming	43%
50	Airport/Downtown	22%
51	Atrisco	12%
53	Isleta	58%
54	Bridge/Westgate	18%
66	Central	59%
97	Zuni Express	16%
140/141	San Mateo <i>(operated as route pair)</i>	53%
155	Coors	29%
157	Montaño/Kirtland	33%
198	98 <sup>th</sup> Street – Dennis Chavez	15%
766	Red Line Rapid Ride	82%
777	Green Line Rapid Ride	54%
790	Blue Line Rapid Ride	18%

### B. Vehicle Headway

Through its extensive planning process to establish its new ABQ RIDE Forward network, ABQ RIDE has established policy headways for each route. However, staffing shortages continue to pose major obstacles to achieving planned

## ABQ RIDE 2026 Title VI Program

service levels. ABQ RIDE is currently operating about 67% of its pre-pandemic service. Peak hour and off-peak hour headways for each route at current service levels are shown in Table 2.

**Table 2**  
**ABQ RIDE - WEEKDAY HEADWAYS (MINUTES) BY ROUTE**  
*(Shaded routes are non-minority routes.)*

Route	Name	AM	Midday	PM	Evening
1	Juan Tabo	40	40	40	--
2	Eubank	65	65	70	--
5	Montgomery/Carlisle	30	30	30	45
8	Menaul	30	30	30	60
10	North Fourth Street	30	30	30	30
11	Lomas	30	30	30	45
16	Broadway/University/Gibson	50	50	50	--
31	Wyoming	40	40	40	40
50	Airport/Downtown	30	30	30	30
51	Atrisco	65	65	65	--
53	Isleta	60	60	60	60
54	Bridge/Westgate	60	60	60	60
66	Central	30	30	30	30
97	Zuni Express	60	60	60	--
140/141	San Mateo ( <i>route pair</i> )	20	20	20	35
155	Coors	40	40	45	55
157	Montaño/Kirtland	40	40	45	45
198	98 <sup>th</sup> Street – Dennis Chavez	30	30	30	30
766	ART Red Line	24	24	24	24
777	ART Green Line	24	24	24	24
790	Blue Line Rapid Ride	60	60	60	--

In addition to the headway analysis above, to verify that service is distributed equitably, ABQ RIDE used its list of minority bus routes as defined in FTA's Circular C 4702.1B to assess the distribution of service resources. As shown in Table 3, ABQ RIDE's 21 minority routes (95.5% of all routes) account for about 97.6% of all weekly trips and about 98.5% of all weekly revenue-hours and miles of service.

## ABQ RIDE 2026 Title VI Program

**Table 3**

<b>Weekly Service by Minority Status and Route Number</b>						
<b>Minority Category</b>						
<b>Route Number</b>	<b>Revenue Trips</b>	<b>Trips (% Total)</b>	<b>Revenue Hours</b>	<b>Rev Hrs (% Total)</b>	<b>Revenue Miles</b>	<b>Rev Miles (% Total)</b>
<b>Minority</b>	<b>6,212</b>	<b>97.6%</b>	<b>5,624</b>	<b>98.6%</b>	<b>70,752</b>	<b>98.3%</b>
1	200	3.1%	128	2.2%	1,698	2.4%
5	373	5.9%	401	7.0%	4,806	6.7%
8	363	5.7%	447	7.8%	5,865	8.2%
10	396	6.2%	303	5.3%	2,888	4.0%
11	351	5.5%	313	5.5%	3,594	5.0%
16	192	3.0%	225	3.9%	2,828	3.9%
31	244	3.8%	159	2.8%	2,133	3.0%
50	282	4.4%	133	2.3%	1,395	1.9%
51	133	2.1%	71	1.3%	1,113	1.5%
53	180	2.8%	139	2.4%	2,028	2.8%
54	192	3.0%	163	2.9%	2,151	3.0%
66	481	7.6%	581	10.2%	6,763	9.4%
97	120	1.9%	60	1.1%	779	1.1%
140	75	1.2%	83	1.4%	876	1.2%
141	473	7.4%	354	6.2%	3,650	5.1%
155	280	4.4%	268	4.7%	4,400	6.1%
157	285	4.5%	370	6.5%	5,410	7.5%
198	413	6.5%	186	3.3%	2,736	3.8%
766	543	8.5%	572	10.0%	6,562	9.1%
777	506	7.9%	542	9.5%	7,077	9.8%
790	130	2.0%	126	2.2%	2,002	2.8%
<b>Not Minority</b>	<b>155</b>	<b>2.4%</b>	<b>81</b>	<b>1.4%</b>	<b>1,195</b>	<b>1.7%</b>
2	155	2.4%	81	1.4%	1,195	1.7%
<b>Total</b>	<b>6,367</b>	<b>100.0%</b>	<b>5,705</b>	<b>100.0%</b>	<b>71,947</b>	<b>100.0%</b>

## ABQ RIDE 2026 Title VI Program

ABQ RIDE conducted a similar analysis to verify that low-income areas receive an equitable share of service. As shown in Table 4, the 21 “Low-Income” routes (95.5% of all routes) account for about 97.6% of all weekly trips and about 98.5% of all weekly revenue-hours and miles of service.

**Table 4**

<b>Weekly Service by Income Status and Route Number</b>						
<b>Income Category</b>						
<b>Route Number</b>	<b>Revenue Trips</b>	<b>Trips (% Total)</b>	<b>Revenue Hours</b>	<b>Rev Hrs (% Total)</b>	<b>Revenue Miles</b>	<b>Rev Miles (% Total)</b>
<b>Low-Income</b>	<b>6,212</b>	<b>97.6%</b>	<b>5,624</b>	<b>98.6%</b>	<b>70,752</b>	<b>98.3%</b>
1	200	3.1%	128	2.2%	1,698	2.4%
5	373	5.9%	401	7.0%	4,806	6.7%
8	363	5.7%	447	7.8%	5,865	8.2%
10	396	6.2%	303	5.3%	2,888	4.0%
11	351	5.5%	313	5.5%	3,594	5.0%
16	192	3.0%	225	3.9%	2,828	3.9%
31	244	3.8%	159	2.8%	2,133	3.0%
50	282	4.4%	133	2.3%	1,395	1.9%
51	133	2.1%	71	1.3%	1,113	1.5%
53	180	2.8%	139	2.4%	2,028	2.8%
54	192	3.0%	163	2.9%	2,151	3.0%
66	481	7.6%	581	10.2%	6,763	9.4%
97	120	1.9%	60	1.1%	779	1.1%
140	75	1.2%	83	1.4%	876	1.2%
141	473	7.4%	354	6.2%	3,650	5.1%
155	280	4.4%	268	4.7%	4,400	6.1%
157	285	4.5%	370	6.5%	5,410	7.5%
198	413	6.5%	186	3.3%	2,736	3.8%
766	543	8.5%	572	10.0%	6,562	9.1%
777	506	7.9%	542	9.5%	7,077	9.8%
790	130	2.0%	126	2.2%	2,002	2.8%
<b>Not Low-Income</b>	<b>155</b>	<b>2.4%</b>	<b>81</b>	<b>1.4%</b>	<b>1,195</b>	<b>1.7%</b>
2	155	2.4%	81	1.4%	1,195	1.7%
<b>Total</b>	<b>6,367</b>	<b>100.0%</b>	<b>5,705</b>	<b>100.0%</b>	<b>71,947</b>	<b>100.0%</b>

## **ABQ RIDE 2026 Title VI Program**

### **C. On-time Performance**

The Transit Department uses Operations Road supervisors to monitor on-time performance of all routes and relay concerns to management on a regular basis. The Department also uses data from an Automatic Vehicle Location (AVL) system to monitor on-time performance both in real-time and to inform schedule adjustments for improvement. In addition, feedback from drivers and riders helps identify routes that require timing changes to improve on-time performance.

Based on a sample time-period from January through March 2026, ABQ RIDE currently achieves a 64.1% average on-time performance overall. On-time performance for the 21 minority and low-income routes is 64.0% and 66.6% for the one non-minority and non-low-income route. This difference is not significant.

Based on on-time issues reported by drivers and riders or observed through the department's AVL system, ABQ RIDE has updated timing over the last year on routes 1, 8, 10, 11, 16, 50, 53, 54, 66, 155, 157, and 198 as part of an effort to improve on-time performance with recent changes in ridership and traffic patterns since the last Title VI program. All of those routes are both minority and low-income routes.

### **D. Service Availability**

Through an extensive public input process that prioritized frequent, all-day service in fewer areas with several coverage routes in other high-need areas, ABQ RIDE has established a network with a balance between those ridership and coverage goals rather than establishing a blanket service availability standard. The Department has started a multi-year, phased implementation of the new network. Most areas that currently have coverage from fixed routes will continue to have similar or identical coverage in the full implementation. The main area that does not have coverage currently is the far northeast part of ABQ RIDE's service area (north of Academy and east of Wyoming), which generally has higher incomes and lower proportions of minority residents. This area will receive low-frequency coverage service on Ventura Street in phase 10 of 16 planned implementation phases.

### **E. Distribution of Transit Amenities**

The Transit Department continues to work diligently to place proper and adequate transit amenities in accordance with its policy throughout the service area. The following analysis indicates that minority and low-income areas receive more-than-proportionate shares of amenities.

## **ABQ RIDE 2026 Title VI Program**

### Distribution in Minority Areas

ABQ RIDE examined the location of amenities in relation to minority blocks (those with a greater than average percentage of minorities). While 63% of the street-miles covered by ABQ RIDE routes are in or next to these minority areas, the examination showed that 80% of all bus stops are located in or next to them, as are 81% of the benches, 83% of the shelters, 82% of the trash cans, and 85% of the schedule postings.

### Distribution in Low-Income Areas

Similarly, ABQ RIDE examined the location of amenities in relation to low-income block groups (those with a greater than average percentage of low-income households). While 74% of the street-miles covered by ABQ RIDE routes currently in service are in or next to these low-income areas, the examination showed that 76% of the bus stops are located in or next to them, as are 78% of the benches, 77% of the shelters, 79% of the trash cans, and 78% of the schedule postings.

#### F. Vehicle Assignment

Vehicle assignment data from the first three months of 2026 indicates that ABQ RIDE's vehicle assignment procedures comply with its policy to assign buses randomly to its fixed routes. The one non-minority (and non-low-income) route was assigned newer buses (from 2024-2025) about 52% of the time and older buses (from 2009-2015) about 48% of the time. Newer buses were assigned slightly more often to minority and low-income routes at 54% of the time.

#### 5. Evaluating Service and Fare Changes

##### A. Service Equity Analysis for Minority Populations

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

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

## **ABQ RIDE 2026 Title VI Program**

Disparate Impact Policy for Minority Populations: The Policy 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% 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.

Since minorities make up 63.2% of the population in ABQ RIDE's service area, a major service change that affects Census block groups with more than 73.2% minority population would be considered to have a disparate impact. ABQ RIDE will include Census block groups any portion of which intersect the affected route to conduct this analysis in order to include all block groups containing population that might walk to the route.

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

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

### **B. Service Equity Analysis for Low-Income Populations**

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

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

Disproportionate Burden Policy for Low-Income Households: The disproportionate burden policy establishes a threshold for determining when adverse effects of a major service change are borne disproportionately by low-

## **ABQ RIDE 2026 Title VI Program**

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

Since low-income households make up 26.1% of the total households in the service area, a major service change that affects Census block groups with more than 36.1% low-income households would be considered to have a disproportionate burden. ABQ RIDE will include Census block groups any portion of which intersect the affected route to conduct this analysis in order to include all block groups containing population that might walk to the route.

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

### **C. Service Equity Analyses for Major Service Changes Since 2023**

ABQ RIDE performed an equity analysis for the ABQ RIDE Forward network plan. The plan proposed system-wide revisions to where bus routes go, how often they run, and what hours day and days of the week they operate. As described on p. 6, the plan lays out how ABQ RIDE will return to pre-pandemic service levels but with a redesigned network based on extensive public input. The planning process began in 2022 and finished in 2025. The plan involves major service changes on most routes. The City Council approved the service equity analysis in June 2025; the equity analysis is attached as Appendix C.

### **D. Evaluating Fare Changes:**

In November 2023, the City ended a Zero Fares Pilot Program by making zero fares permanent for all regular transit services. In late 2021, the City Council had proposed suspending all fare collection for a Zero Fares Pilot Program. The department conducted an equity analysis of zero fares at that time, which the Council approved in December 2021 (included as an appendix to ABQ RIDE's 2023 Title VI Program). The Pilot Program began in January 2022. Since the Zero Fares Pilot Program equity analysis treated the change to zero fares as a long-term change, no additional analysis was necessary when the City decided to make zero fares permanent in November 2023.

## **ABQ RIDE 2026 Title VI Program**

E. Public Engagement Process: In setting the major service change policy, disparate impact policy, and disproportionate burden policy in 2014, ABQ RIDE solicited public participation and feedback. Outreach methods included invitations to review the program and participate in public meetings or submit comments by other means. Notices were provided in advertisements in the Albuquerque Journal, the area's only daily newspaper, posters on ABQ RIDE's fixed-route buses and paratransit vans, postings on social media, notices on ABQ RIDE's mobile phone app, a press release sent to media and other key constituencies including the NM Commission for the Blind's Newslines, and posting of information, including the full draft Program, on ABQ RIDE's website. Notices specifically mentioned that the program was establishing a major service change policy and how it would be analyzed and provided contact methods for providing comments via phone, mail, email, or in person. ABQ RIDE held two public meetings to get feedback on the major service change policy and the fare equity analysis policy. After receiving no comments requiring changes, the Department implemented the policies in 2014 and is making no changes to them in this program.

### **List of Appendices:**

- A. List of Title VI investigations, complaints & lawsuits
- B. Public Participation Plan
- C. 2025 ABQ RIDE Forward Network – Service Equity Analysis
- D. Language Assistance Plan

**ABQ RIDE  
2026 Title VI Program**

**APPENDIX A**

**List of Title VI Investigations, Lawsuits, and  
Complaints**

**ABQ RIDE**  
**List of Title VI Investigations, Lawsuits, and Complaints**  
**Since 2023 Title VI Program Submission**

<b>Date</b>	<b>Summary</b>	<b>Status</b>	<b>Action(s) Taken</b>
<b>Investigations</b>			
None	n/a	n/a	n/a
<b>Lawsuits</b>			
None	n/a	n/a	n/a
<b>Complaints/Allegations</b>			
None	n/a	n/a	n/a

**ABQ RIDE  
2026 Title VI Program**

**APPENDIX B  
Public Participation Plan**



## **ABQ RIDE Public Participation Process**

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

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

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

- Posters at bus stops
- Social media posts and responses
- Information on ABQ RIDE's website
- Posters inside buses and/or at transit centers
- Advertisements on bus shelters
- Notifications in the Transit and ABQRide Go! apps
- Use of the City of Albuquerque's 311 call center and customer response management system
- Mail or email to targeted lists
- Contact with neighborhood representatives through the City's extensive list of neighborhood associations and meetings as appropriate with directly affected neighborhood associations.
- Contact with other community groups
- Press releases and media interviews

- Advertisements in newspapers, radio and/or TV with consideration of media outlets that serve audiences with limited English proficiency
- Surveys of targeted markets
- Public comment periods, typically 14 to 30 days, with opportunity for written or verbal comments
- Public meetings – to the extent possible:
  - held at times when members of the public are most likely to be able to attend, such as evenings or weekends
  - held in locations accessible by transit and/or in directly affected areas
  - using a format for the meeting appropriate to the content, such as presentations with time for questions and answers and general public comment, small group sessions, or open houses
- City Council meetings, with opportunity for public comment, for approval of budgets, fare changes, and/or grant applications and program of projects

#### Elements to Promote Inclusive Public Participation

Of the strategies listed above, the following are designed specifically to promote participation among minority and LEP populations:

- Posters and advertisements at bus stops, inside buses, and/or at transit centers, in most cases in English and Spanish
- Contact with neighborhood associations and organizations with minority and/or LEP members or constituents.
- Press releases and interviews with Spanish-language media.
- Social media posts.
- Notification on buses that translation services (including languages other than Spanish) are available for free.
- Surveys of targeted markets.
- Public meetings held at times and in locations accessible to affected members of the public.

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

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

1. A major service reduction is defined as the reduction in the service hours of any route of at least 35 percent of the revenue hours operated or the elimination of at least 35 percent of the stops on a route.
2. When a fare increases (excluding temporary, experimental fares as defined by City ordinance) or major service reduction is proposed, the following steps, at a minimum, will be taken to ensure an adequate public comment process to inform ABQ RIDE's decision-making process:
  - a. Notice will be placed, at a minimum:
    - i. on buses
    - ii. on paratransit vans (if changes apply to paratransit)
    - iii. on ABQ RIDE's website
    - iv. Notices may also be placed in the Albuquerque Journal or other print media as appropriate, social media, or through other distribution means as determined necessary and appropriate to notify affected public.
  - b. Notices will contain the following information:
    - i. the proposed changes with sufficient detail to alert affected riders of the general changes proposed, with additional details as space permits;
    - ii. where to get more detailed information (e.g. website and phone number);
    - iii. when the changes are proposed to take effect;
    - iv. how to request a public meeting (if applicable), and
    - v. how to provide feedback, including methods (e.g. website, phone, email, public meeting) and any meeting dates/times/locations or deadlines for comments.
  - c. At least two weeks will be allowed for public comment starting when notice is posted on ABQ RIDE's website.
  - d. Public meetings:
    - i. At a minimum ABQ RIDE will hold a public meeting upon request; the department typically may decide to hold a public meeting without request if the department anticipates more than minimal public comments.
    - ii. ABQ RIDE staff will conduct the meetings except in cases where ABQ RIDE elects to use a facilitator. Information will be provided to attendees about the proposed changes and the reasons for the changes, and an opportunity will be provided for the public to provide comments.

3. ABQ RIDE will summarize comments received through the public input process and will consider whether changes to its proposed fare and/or service changes are appropriate to address those comments. In addition, the City Council must approve all fare changes and service equity analyses for major service changes. ABQ RIDE will include its summary of the public input process and comments it received in its report to Council so that they can consider that information in deciding what final action to take on proposed changes. Council meetings also include opportunity for public comment, and Council considers those comments when making their decisions.

**ABQ RIDE  
2026 Title VI Program**

**APPENDIX C**

**ABQ RIDE Forward Proposed New “Recovery” Bus  
Route Network – Service Equity Analysis**

**CITY of ALBUQUERQUE  
TWENTY SIXTH COUNCIL**

COUNCIL BILL NO.     R-25-142     ENACTMENT NO.     R. 2025. 040    

SPONSORED BY: Joaquín Baca, by request

**RESOLUTION**

**APPROVING THE TRANSIT DEPARTMENT’S SERVICE EQUITY ANALYSIS OF THE PROPOSED ABQ RIDE FORWARD RECOVERY NETWORK.**

**WHEREAS, pursuant to Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d et seq. (“the Act”) and 49 CFR Part 21, the U.S. Department of Transportation and the Federal Transit Administration (FTA) prohibit discrimination on the basis of race, color or national origin; and**

**WHEREAS, as a recipient of FTA funds, the Transit Department is required to comply with the requirements of the Act and applicable implementing regulations; and**

**WHEREAS, pursuant to FTA Circular 4702.1B, the Transit Department is required to conduct a service equity analysis for any major service changes as defined locally and to submit that equity analysis to its governing entity for approval; and**

**WHEREAS, the Transit Department’s current 2023 Title VI Program, approved by City Council in June 2023, defines a major service change as a change that increases or decreases service revenue hours on a route by 35 percent or more or that adds or eliminates service to 35 percent or more of the bus stops on a route; and**

**WHEREAS, starting in 2022 the Department gathered extensive public comments through three main phases of the “ABQ RIDE Forward” planning effort to establish a new bus route network and used those comments to guide the development of the final “Recovery Network”; and**

**WHEREAS, the “Recovery Network” represents a major service change by changing some routes and adding approximately 40% more service than the**

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1 current service, which has been reduced due to staffing shortages, and will  
2 return total service to pre-pandemic levels; and

3 WHEREAS, the Equity Analysis of the ABQ RIDE Forward Proposed New  
4 “Recovery” Bus Route Network concluded that there was no disparate impact  
5 on minorities or disproportionate burden on low-income households as  
6 defined in the Department’s 2023 Title VI Program; and

7 WHEREAS, the Council has considered and determined to approve the  
8 Transit Department’s Equity Analysis of the ABQ RIDE Forward Proposed New  
9 “Recovery” Bus Route Network.

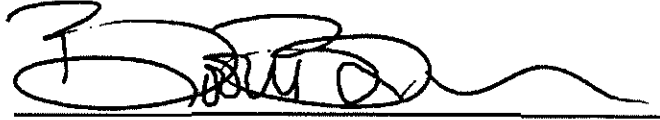
10 BE IT RESOLVED BY THE COUNCIL, THE GOVERNING BODY OF THE CITY OF  
11 ALBUQUERQUE:

12 Section 1. That the Equity Analysis as set forth in the attached Exhibit A  
13 entitled “ABQ RIDE Forward Proposed New ‘Recovery’ Bus Route Network  
14 Spring 2025 Equity Analysis” is approved.

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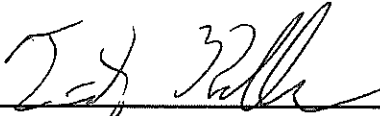
1 PASSED AND ADOPTED THIS 2<sup>nd</sup> DAY OF June, 2025  
2 BY A VOTE OF: 9 FOR 0 AGAINST.

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9 Brook Bassan, President  
10 City Council

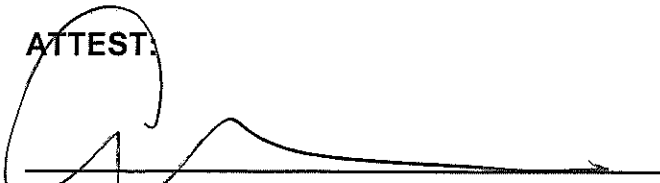
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14 APPROVED THIS 11 DAY OF June, 2025  
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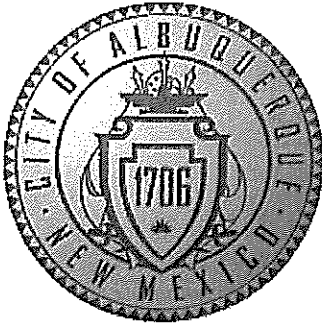
23 Timothy M. Keller, Mayor  
24 City of Albuquerque

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26  
27 ATTEST:

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29 

30 Ethan Watson, City Clerk

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**CITY OF ALBUQUERQUE**  
**Albuquerque, New Mexico**  
**Office of the Mayor**

Mayor Timothy M. Keller

**INTER-OFFICE MEMORANDUM**

March 31, 2025

**TO:** Brook Bassan, President, City Council

**FROM:** Timothy M. Keller, Mayor



**SUBJECT:** Approving the Transit Department's Service Equity Analysis of the Proposed ABQ RIDE Forward Recovery Network

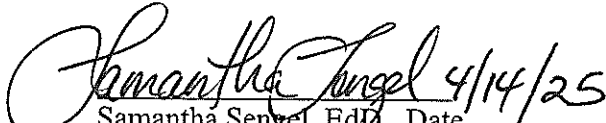
Attached is a Resolution that would approve the Transit Department's Service Equity Analysis of the Proposed ABQ RIDE Forward Recovery Network, a plan for changes to bus routes developed with extensive public input over the last three years. The Federal Transit Administration (FTA), per their Circular 4702.1B implementing Title IV of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq.), requires recipients of FTA funding to conduct an equity analysis for any major service changes and for the recipient's governing body to review and approve that equity analysis.

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color or national origin in the provision of benefits from a program receiving Federal financial assistance, and FTA's implementation of that law includes a requirement for transit agencies to perform a service equity analysis, approved by the City Council, whenever any "major service changes" are proposed. ABQ RIDE's 2023 Title VI Program contains ABQ RIDE's definition of "major service changes" as required by FTA's implementing regulations.

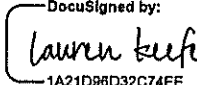
The proposed Recovery Network service plan represents a major service change, and therefore the Transit Department has conducted the required equity analysis of that proposal. The service equity analysis found that there is no "disparate impact" on minorities and found no "disproportionate burden" on low-income households. The Transit Department cannot begin developing the plan for the phased multi-year implementation of the new network plan until Council approves the equity analysis.

Legislation Title: Approving the Transit Department's Service Equity Analysis of the Proposed ABQ RIDE Forward Recovery Network

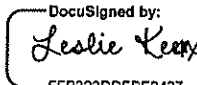
Approved:

  
Samantha Sengel, EdD Date  
Chief Administrative Officer

Approved as to Legal Form:

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Lauren Keefe Date  
City Attorney

Recommended:

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Leslie Keener Date  
Director, Transit

## **Cover Analysis**

**1. What is it?**

Request for approval of the Transit Department's "Service Equity Analysis of the ABQ RIDE Forward Proposed New 'Recovery' Bus Route Network" as required by the Federal Transit Administration (FTA) per their Circular 4702.1B implementing Title IV of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq.).

**2. What will this piece of legislation do?**

This resolution will approve the Transit Department's "Service Equity Analysis of the ABQ RIDE Forward Proposed New 'Recovery' Bus Route Network".

**3. Why is this project needed?**

Per the authority above, FTA requires recipients of FTA funding to conduct an equity analysis for any major service changes and for the recipient's governing body to review and approve that equity analysis.

**4. How much will it cost and what is the funding source?**

There is no additional cost to the city.

**5. Is there a revenue source associated with this contract? If so, what level of income is projected?**

None.

**6. What will happen if the project is not approved?**

The Transit Department cannot implement the new service plan until the equity analysis is approved. Approval will allow the Department to develop a multi-year phased implementation plan.

**7. Is this service already provided by another entity?**

No.

### FISCAL IMPACT ANALYSIS

TITLE: APPROVING THE TRANSIT DEPARTMENT'S SERVICE EQUITY ANALYSIS OF THE PROPOSED ABQ RIDE FORWARD RECOVERY NETWORK R: O:  
 FUND: 663/661  
 DEPT: Transit

- No measurable fiscal impact is anticipated, i.e., no impact on fund balance over and above existing appropriations.
- (If Applicable) The estimated fiscal impact (defined as impact over and above existing appropriations) of this legislation is as follows:

	2025	Fiscal Years		Total
		2026	2027	
Base Salary/Wages	-	-	-	-
Fringe Benefits at	-	-	-	-
Subtotal Personnel	-	-	-	-
Operating Expenses	-	-	-	-
Property	-	-	-	-
Indirect Costs	-	-	-	-
Total Expenses	\$ -	\$ -	\$ -	\$ -
[x] Estimated revenues not affected				
[ ] Estimated revenue impact				
Revenue from program				
Amount of Grant				
City Cash Match				
City Inkind Match				
City IDOH				
Total Revenue	\$ -	\$ -	\$ -	\$ -

These estimates do not include any adjustment for inflation.

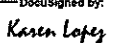
\* Range if not easily quantifiable.

Number of Positions created 0

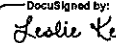
COMMENTS: The Equity Analysis is required by the Federal Transit Administration's Title VI regulations for any major service changes.

COMMENTS ON NON-MONETARY IMPACTS TO COMMUNITY/CITY GOVERNMENT:

PREPARED BY:

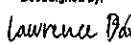
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 FISCAL MANAGER

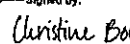
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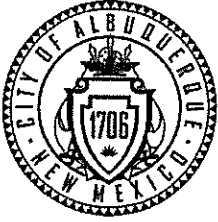
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REVIEWED BY:

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 EXECUTIVE BUDGET ANALYST

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 BUDGET OFFICER (date)

Signed by:  
  
 CITY ECONOMIST



Timothy M. Keller  
Mayor



# **ABQ RIDE Forward Proposed New “Recovery” Bus Route Network**

## **Spring 2025**

## **ABQ RIDE Equity Analysis**

### **City of Albuquerque Transit Department**

### **March 31, 2025**

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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 update its network of bus routes, including where they go, how often, over what hours of the day and on which days of the week. Developed through an extensive process over the last several years and involving public feedback in three major phases, the proposed "Recovery Network" provides a plan for a return to an overall quantity of service comparable to pre-pandemic levels. Current service, due to driver and mechanic shortages, is less than 65% the amount of pre-pandemic service. Implementation of the plan will occur in phases over the next several years.

While the Recovery Network represents a large overall increase in service over current levels, the network includes changes to where some routes go and how often they go there, including reducing or eliminating service in some areas while increasing it in others. Therefore, the network is likely to provide benefits to many but not all current and potential riders, so the purpose of this equity analysis is to ensure that those benefits accrue equitably, without disproportionately benefiting non-minority and/or high-income areas or disparately impacting minority populations or disproportionately burdening low-income households.

## 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 2023 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**

<b>Total Population</b>		<b>680,507</b>	<b>100%</b>
<b>Hispanic</b>	Any Race	334,629	49.2%
<b>Non-Hispanic</b>	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%

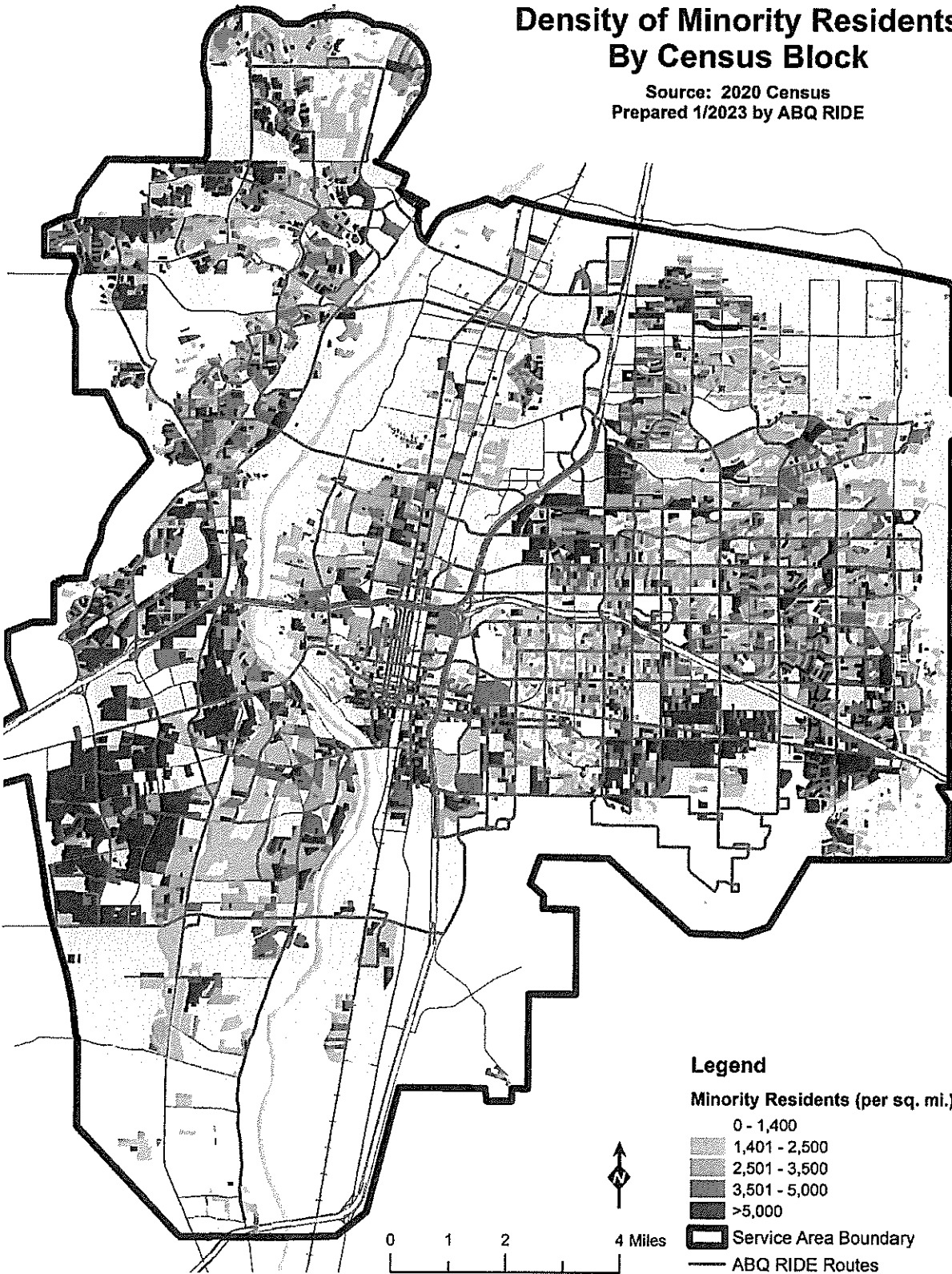
*Source: 2020 Census data by block*

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 a population that is more than 72.7 percent minority would be considered to have a disparate impact.

Map 1

### Density of Minority Residents By Census Block

Source: 2020 Census  
Prepared 1/2023 by ABQ RIDE



## ***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 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.

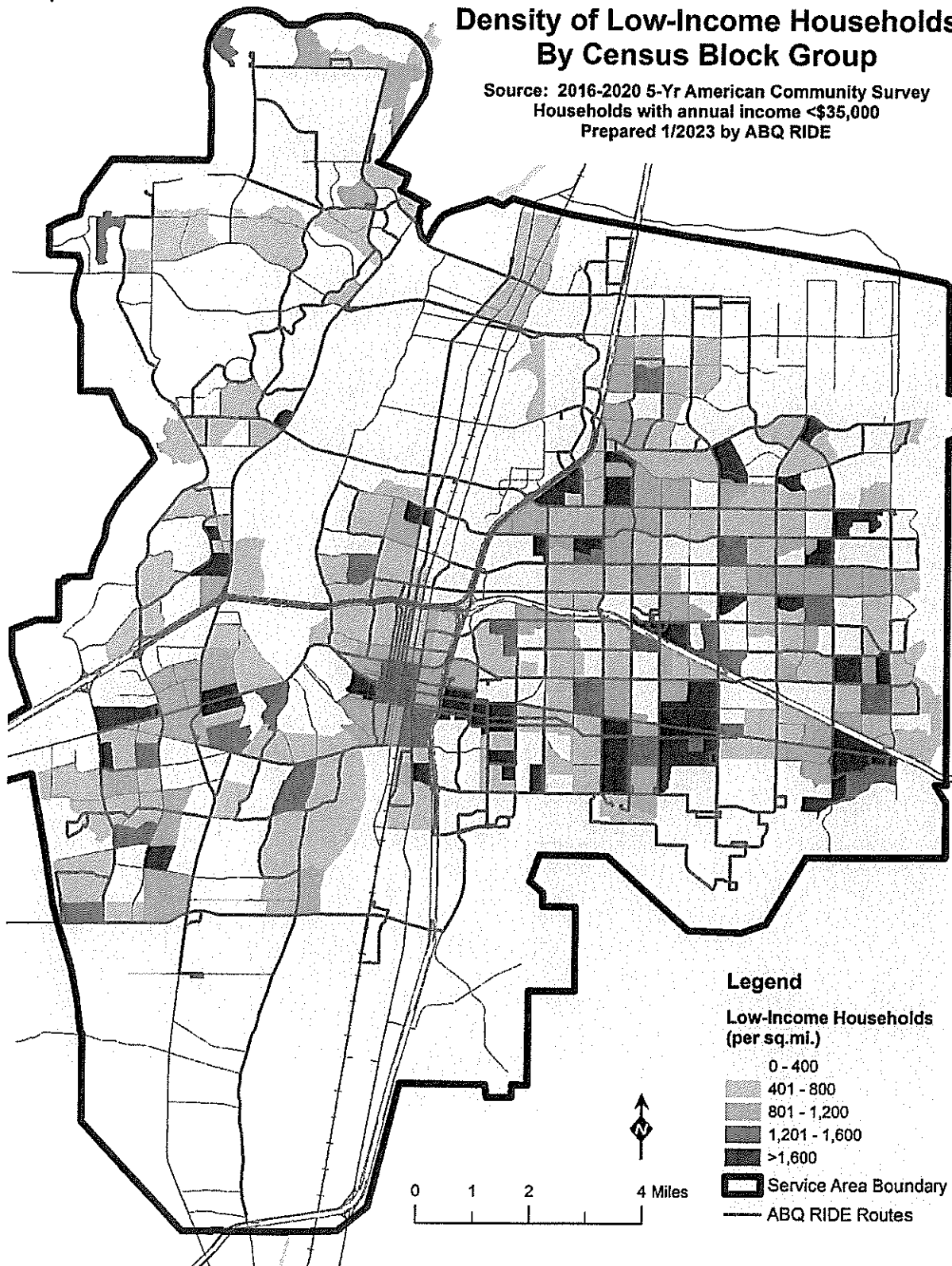
Following FTA's guidance to define "low-income" inclusively, ABQ RIDE defines "low-income" to be households with income less than approximately \$35,000 per year. This is approximately comparable to the income requirement of 165 percent of the poverty level for a three-person household to qualify for 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.

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



### 3 Proposed ABQ RIDE Forward Recovery Network

#### 3.1 Background

ABQ RIDE began an extensive process, called “ABQ RIDE Forward,” in 2022 to review the purpose and performance of the bus network in Albuquerque in order to develop an updated network defining where bus routes go, at what times they run, and how frequently. A nationally and internationally renowned consultant specializing in transit network designs, Jarrett Walker & Associates (JWA), provided expertise, analysis, and assistance with public engagement throughout the planning process. JWA brought experience from assisting other cities through network redesigns including Tucson, AZ and Spokane, WA as similar peers, as well as bigger transit systems such as Houston Metro. Local sub-consultants Toole Design and Bohannon Huston provided additional resources focused on the public engagement component.

The ABQ RIDE Forward planning process applied a collaborative and community-driven approach to reimagining the City’s transit network, and our progress has been the result of three rounds of public engagement, each of which included public meetings, pop-up events, workshops with stakeholders, focus groups, and community surveys. Efforts were led by ABQ RIDE staff with major input from:

- Existing riders
- Members of the general public
- Advocates and non-profit organizations
- Governmental partners such as Bernalillo County, MRCOG, and Rio Metro
- Representatives from CNM, UNM, and UNM Hospital

The planning proceeded in three major phases:

- Asking how the City should prioritize allocating resources for service;
- Presenting two contrasting network options emphasizing different priorities that the public expressed in the first phase to illustrate how those priorities would affect service allocation decisions; and
- Proposing a new bus route network based on input from the previous phase and getting public feedback on the proposal to inform any final adjustments to it. Several adjustments are incorporated in the network presented in this equity analysis.

Through those phases, ABQ RIDE collected almost 3,000 survey responses from the public along with more in-depth comments at events. ABQ RIDE held or presented at about 45 pop-up and intercept survey events, 18 small group discussions, and 30 meetings. Members of the project team discussed the project in radio and TV interviews and distributed hundreds of flyers, placed posters on all ABQ RIDE buses and transit centers, posted about the project on social media, placed banner notices on the Transit app, and provided updates through community email newsletters.

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The consultant team also posted reports, data and maps accompanying each phase of the project on the project website ([ABQRIDEForward.com](http://ABQRIDEForward.com)). In the final phase of the project, the report included a summary of the approximately 1,000 text comments received in the public survey, half of which were specific to particular routes. A more detailed discussion of those comments and how the proposed network was adjusted in response is in Section 4 Consideration of Public Comments.

As shown in Figure 1, public feedback on the proposal was strongly positive overall. In a survey with responses from 730 people, 69% of respondents said the Recovery Network would be “much better” or “somewhat better” for them individually; only 12% said the Recovery Network would be “somewhat worse” or “much worse.” When asked about impacts to the City overall, 78% of respondents said it would be “much better” or “somewhat better,” and only 6% said it would be “somewhat worse” or “much worse.” Similar rates of approval were found among different demographics, including by minority status, income and current rate of transit use, indicating broad overall support for the proposed changes.

Following are key attributes of the Recovery Network. Much more detail is located in multiple reports and maps provided on the project website.

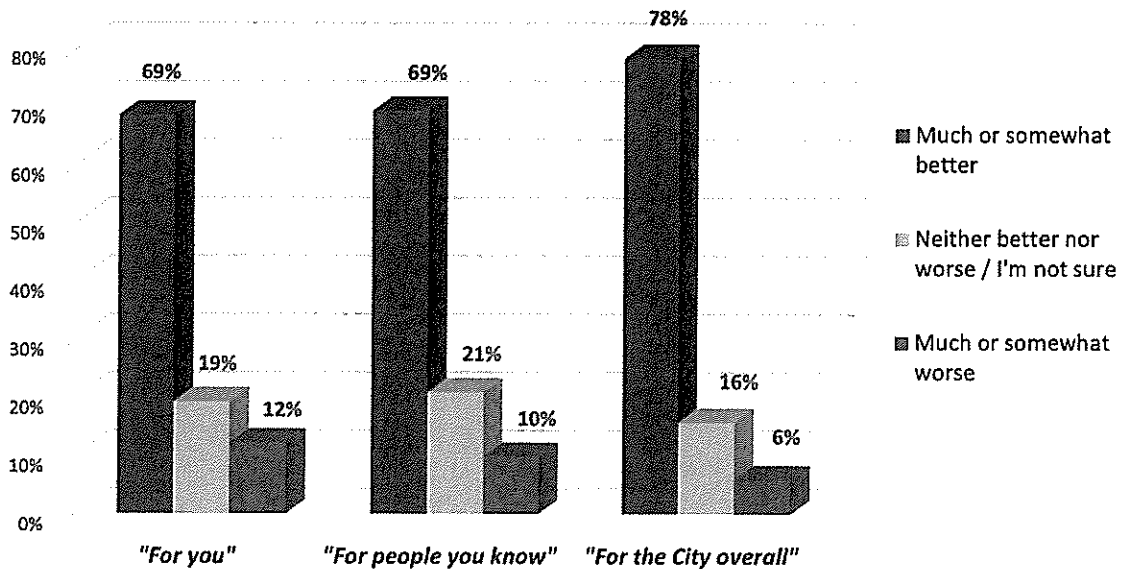


Figure 1: Opinions about the Recovery Network from 730 survey respondents.

### **3.2 Summary of the Proposed Recovery Network**

The proposed Recovery Network responded to prior phases of public input and includes a significant update of existing routes and schedules to simplify the overall bus transit system and provide a higher quality of service. Key facets of the Recovery Network include:

- Seven-day-a-week frequencies on most routes.
- Better frequencies, including every 15 or 20-minutes on eight major routes on weekdays, six of which would continue to offer high frequency all weekend.
- Modifications of the ART routes to provide one-seat-ride service from Northwest Albuquerque and the Southwest Mesa to Downtown, UNM, and the Central Ave corridor.
- More frequent service on the core of University Blvd, past both UNM's and CNM's Main Campuses as well as UNM Hospital.

To make these changes possible, some very low-ridership routes that operated before the pandemic would not be restored, and other routes would be simplified. Some residents would have a longer walk to a bus stop, but in most cases they would reach a route with a shorter wait for service and more service all week long.

In developing the draft Recovery Network with guidance from the multi-agency working group, the project team continued to use the following reminders of the various advantages and goals that transit provides to guide decisions:

- **Equity:** access to opportunities for people who can't drive due to age, income or disability as well as equitable access for people of color
- **Sustainability:** reduced dependence on personal automobiles for travel, thereby reducing carbon and other emissions, parking requirements, and congestion
- **Affordable housing:** access to opportunities by transit reduces parking requirements, allowing developers to build more housing on sites at lower costs.
- **Economic development:** a robust transit network not only reduces housing costs but also increases access to employees for businesses.

The proposed network factored in locations of the following:

- Zero-car households and households with income below 150% of the poverty level
- Non-white population
- Other vulnerable populations
- Important destinations for the most likely riders
- Areas of redevelopment potential or growth in the urban area
- Geographic distribution of coverage service

### Proposed Recovery Network

The proposed Recovery Network would increase service to the pre-pandemic service level (from 63% currently). As shown on the following page, the network would provide more frequent service on major corridors, as well as much better service to CNM and the sports complex. The proposal would improve service to the International District and the Southwest Mesa. With the exception of the Southwest Mesa, the network would not expand coverage to any new areas that have not had service before, and frequencies in many areas would not be high, but most areas would get significant service improvements over current levels. The network would incorporate two microtransit zones to provide coverage service where population densities and street networks make fixed-route bus service unproductive.

To meet the needs of the many commuters going to jobs in the retail, hospitality and service sectors, the network would operate transit service at the same frequencies and similar hours of the day from Monday through Saturday, with slightly reduced hours of the day covered on Sunday. Providing better service on weekends and evenings was a proposal that generated some of the most enthusiastic public support earlier in this project.

With the improvements in the frequency of service, the average resident could reach substantially more jobs (and the education, shopping, medical, and other destinations that jobs provide) in a reasonable travel time. Those benefits are even more pronounced for 30 and 45-minute travel times for people living in areas with high vulnerability scores. Many more people would have service nearby, including frequent service, on weekday evenings and on weekends.

Figure 2 is a side by side comparison of the current route network versus the Recovery Network with frequency of service shown by varying colors and line widths. Higher frequency routes are useful to more people, since they reduce the amount of time riders have to wait before catching the bus or after arriving at their destination, whether they have a fixed time when they need to depart or arrive (e.g. for work or school) or are taking more flexible trips (e.g. for shopping) that can consume large amounts of time if service runs only occasionally. The maps show the networks at midday when many non-traditional commutes overlap with school, shopping, medical and other trips (and when ABQ RIDE ridership has been highest for many years). See attachment 1 for a more detailed map of the Recovery Network.

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**Comparison of Current and Proposed Networks**

See attachment 1 for a larger map of the Recovery Network.

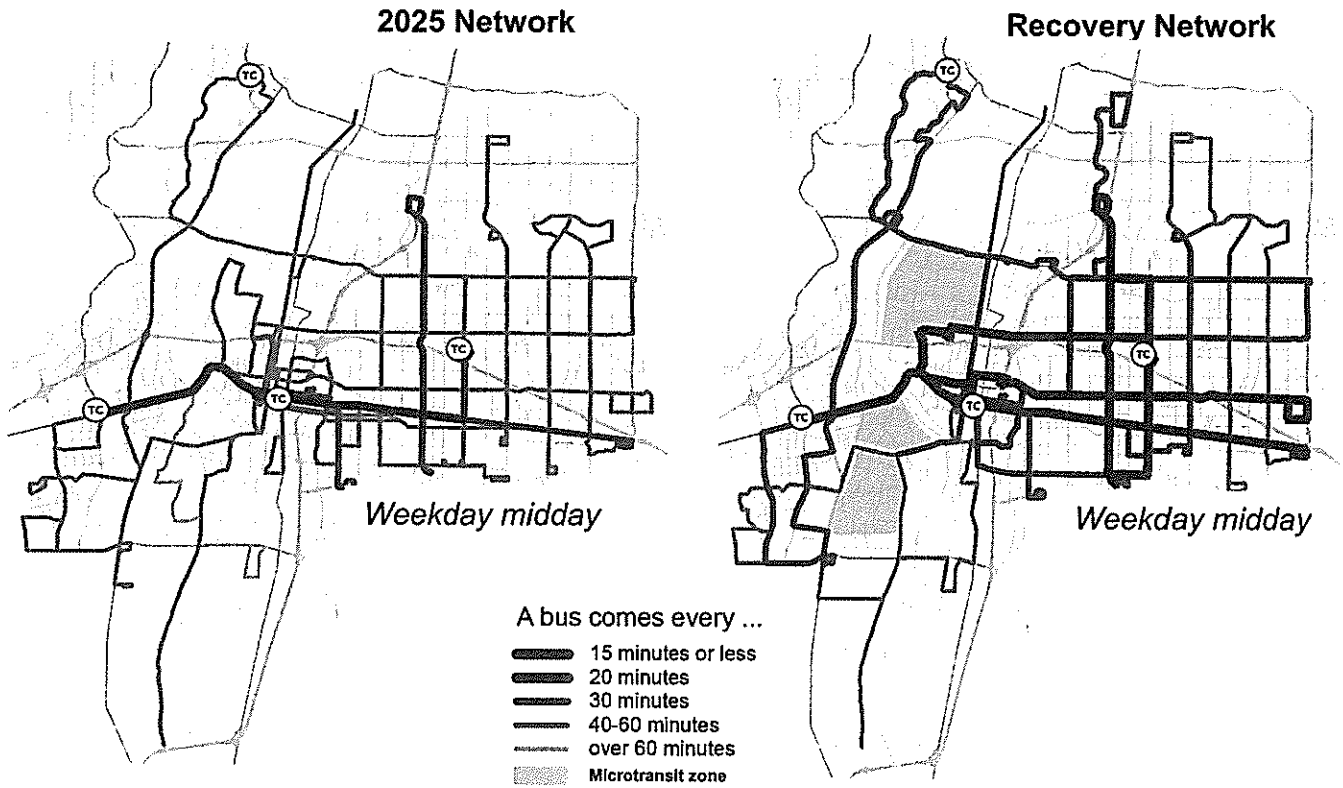


Figure 2: Side-by-side comparison of the location and frequency of bus routes at midday on a weekday for the current network versus the Recovery Network.

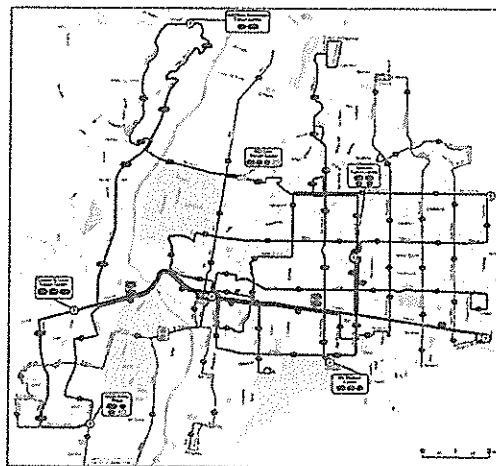
## 4 Consideration of Public Comments and Alternatives Considered

During the period for public feedback on the proposed Recovery Network (all summer 2024), the project team received about 1,000 comments on the proposal, half of which were specific to particular routes. While many comments provided general feedback, the project team identified several sets of concerns about specific route proposals that might be addressed without undermining the features of the network that so many people liked. The team then reviewed potential solutions and chose the ones that best addressed the underlying concerns. The team used a couple of basic principles to guide the effort to sift through the comments to determine which ABQ RIDE could potentially address.

A basic guide was that the network needed to remain approximately budget-neutral based on a combination of hours, miles and number of buses operated to match pre-pandemic service levels. ABQ RIDE was clear in reports and during public presentations that, in order to gain the improvements in frequency and span of hours and days operated for the network that public feedback had supported, restructuring was necessary for some routes, and former “commuter” routes would not return to service. This tradeoff was reflected in one of the slides the project team showed attendees at meetings and small group discussions as shown in Figure 3.

### Draft Recovery Network: Key Principles

1. More frequent routes
  2. More service on evenings and weekends (and less emphasis on weekday peaks)
  3. Restructuring and reconfiguration of routes in select areas
- *The Recovery Network is a budget-constrained plan*
  - *#3 helps “pay for” #1 and #2*
  - *#3 may negatively impact a limited number of existing riders*

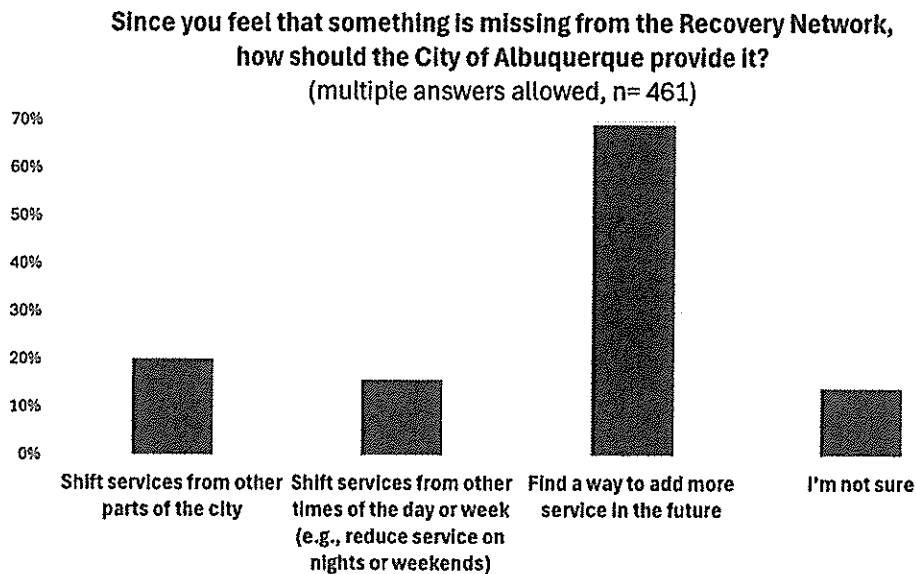


JARRETT WALKER + ASSOCIATES TOOLE DESIGN

Figure 3: A slide from ABQ RIDE Forward presentations that made clear that, to gain the service frequency and span of hours that the public supported, restructuring of some routes was necessary.

Public feedback on the proposed Recovery Network supported a secondary principle that ABQ RIDE would not reduce frequency or hours of service to address route-specific concerns. In survey responses about the proposed network, people who thought

something was missing from the proposed network did not favor shifting service from other parts of the network to address the shortcoming as shown in Figure 4.



*Figure 4: Many respondents wanted more service than provided in the network; by a wide margin, these respondents did not favor shifting resources within the network but instead wanted ABQ RIDE to find a way to add more service in the future.*

Based on those criteria, the Department could not address public comments that would require additional resources, such as more frequent service on some lower-ridership routes, without undermining the features of the network that so many respondents supported.

The table in Figure 5 shows the number of comments received, by proposed route number and type of comment. After reviewing the comments in detail, the project team found eight areas to examine in further detail, located on a map of the Recovery Network in Figure 6:

1. Coverage in the Juan Tabo/Eubank area
2. Route 5 (Carlisle/Montgomery) service to the UNMH/North UNM Main Campus area
3. Route 11 coverage of the current route east of Tramway
4. Coverage in the south Carlisle area between Central and Gibson.
5. Coverage of Isleta Boulevard south of Don Felipe (County-funded)
6. Coverage to connect the Mountain View neighborhood with shopping opportunities across the river in the Rio Bravo corridor.
7. Frequency of ART service on Sundays, particularly for the outer portions on east Central, north Coors, and in the Southwest Mesa.
8. Connecting service for commuters to Kirtland Air Force Base, including Sandia National Labs.

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

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

<sup>\*</sup>Includes comments provided as part of open-ended questions about Route 51

<sup>\*\*</sup>Includes comments provided as part of open-ended questions about existing Route 10

Figure 5: Table summarizing comments received about specific routes in the proposed Recovery Network, categorized by type of comment.

1. Juan Tabo/Eubank
2. UNMH / Route 5
3. Rt. 11 east of Tramway
4. South Carlisle
5. County: Isleta
6. County: Rio Bravo
7. ART on Sundays
8. KAFB / Sandia

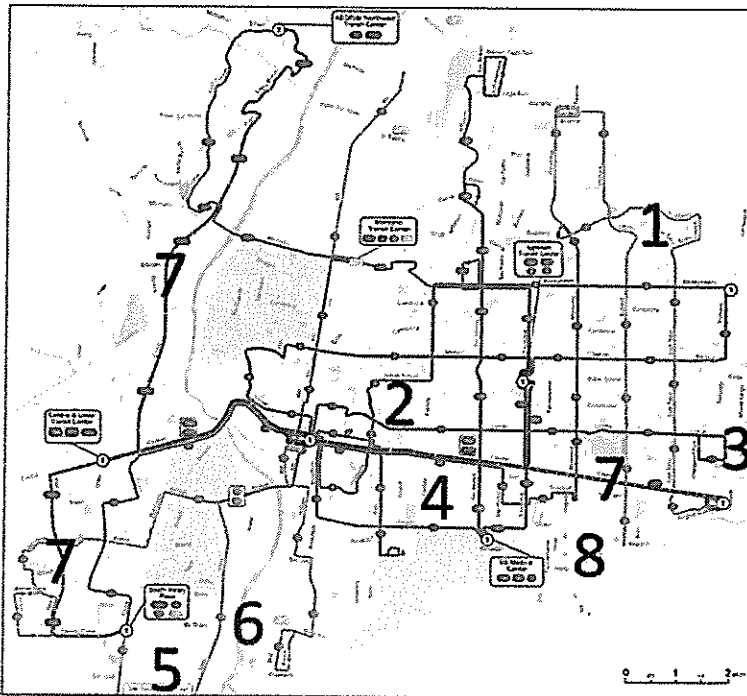


Figure 6: Map of the proposed Recovery Network with locations of issues for further review to assess options to resolve public concerns from the public engagement process.

Title VI Service Equity Analysis of ABQ RIDE Forward Recovery Network

1. Coverage of the Juan Tabo/Eubank area

A number of comments pointed out that the proposed changes to routes 1 (Juan Tabo) and 2 (Eubank) left neither route directly passing the grocery store at Juan Tabo and Eubank (circled in Figure 7 with route 2 Eubank highlighted in yellow and route 1 shown in light blue).

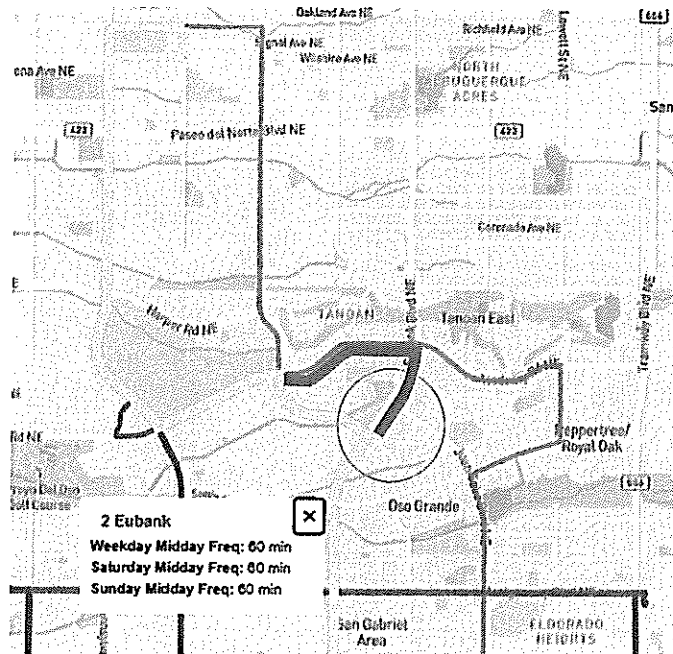


Figure 7: Map of the proposed routes 1 Juan Tabo (light blue) and 2 Eubank (yellow), neither serving the grocery store at Juan Tabo and Eubank (circled). A proposed change to route 2 is shown in green.

The project team determined that there was enough time in the route to adjust the route, as shown in green, to continue north on Eubank past the grocery stop before turning west on Academy to resume its proposed route up to the La Cueva High School area via Wyoming. No change in frequency or hours of service will result from this change. The routing change does not affect minority or low-income areas.

2. Route 5 (Carlisle/Montgomery) service to the UNMH/North UNM Main Campus area

The proposed routing change that generated the largest number of negative comments was the proposal to shift route 5 Carlisle-Montgomery to University Boulevard between Indian School and Lomas. The intent of this change was to improve service on the northern portion of University, but it would remove route 5's current direct service to the main UNM Hospital and a convenient entry to the north side of UNM Main Campus (circled in Figure 8 with the proposed route 5 highlighted in yellow). Some positive comments noted benefits of the proposed route for residents in the area, but far more comments noted the inconvenience of losing the direct access to destinations, particularly the hospital.

Title VI Service Equity Analysis of ABQ RIDE Forward Recovery Network

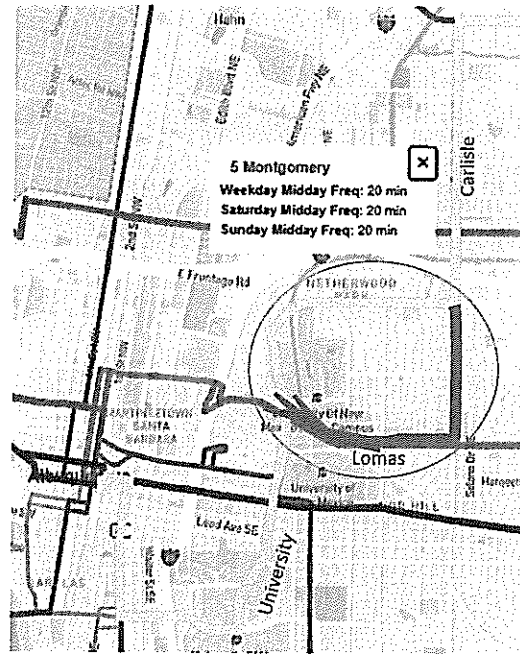


Figure 8: Map of the proposed route 5 Montgomery-Carlisle (yellow). A proposed change to the route is shown in green that would maintain direct service to UNMH and the north side of UNM Main Campus.

The new routing (Indian School to University) and the current routing (Carlisle to Lomas then University) are approximately equal in distance and time. Based on the comments, the project team decided to maintain the current route, shown in green in Figure 8, as far as Lomas and University where the route would resume the proposed change to serve University to the south (including CNM Main Campus and the sports complex) before turning on Avenida Cesar Chavez to end in downtown via Broadway. The southern portion of the proposed route, while adding some time for riders destined for downtown, provides service to the CNM Main Campus and received mostly positive comments. No change in frequency or hours of service will result from this change. The routing change does not significantly affect minority or low-income areas.

3. Coverage of the current Lomas route 11 east of Tramway

A group of commenters expressed concern that the route 11 Lomas was proposed in the Recovery Network not to continue east of Tramway to Turner before turning back west on Copper as part of its eastern turn-around (circled in Figure 9). The route currently serves that area Monday through Saturday and uses a shorter route turning south on Tramway on Sundays. The proposal in the Recovery Network is to use that shorter route on all days. The reason for the shorter routing is primarily to make the frequent service proposed on route 11 more affordable (every 15 minutes all days of the week). At high frequency, small additions to routes can trigger the need to add another bus to maintain that frequency, and timing estimates indicate that the route is very close to needing another bus. Ridership at the stops east of Tramway is a relatively small portion (about 2%) of total ridership on the route.



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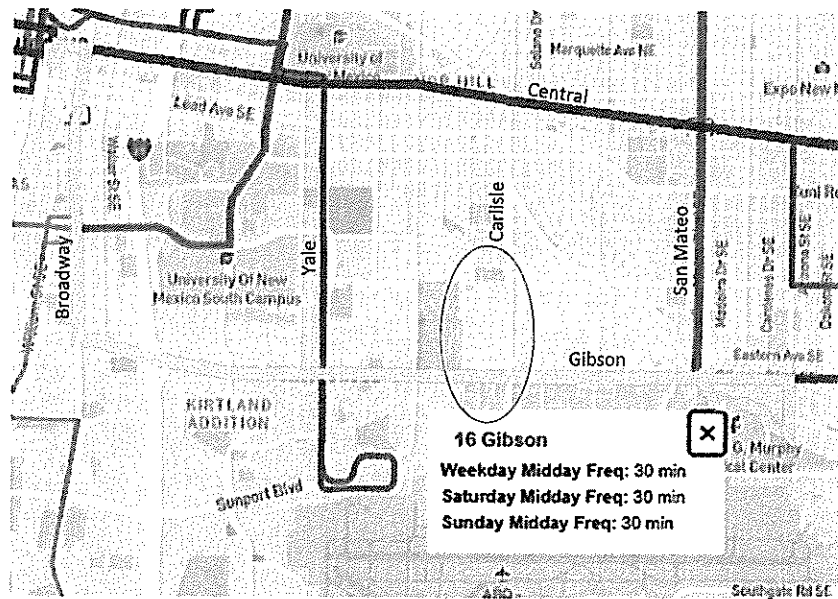


Figure 10: Map of the proposed route 16 Gibson-Broadway (yellow), no longer serving Carlisle, in particular an area closer to Gibson with more vulnerable residents (circled) extending about ½ mile north of Gibson.

ABQ RIDE reviewed ridership data for both routes to assess how significant the area of concern is to the overall ridership on the routes. Based on boarding and alighting data by stop from the fall of 2024, less than 4% of the ridership on both routes starts or ends at bus stops more than ¼ mile from routes that will remain around the perimeter of this area. On average, route 97 has 15 boardings and alightings in this area out of a daily total of 399; route 16 has 48 boardings and alightings in the area out of a daily total of 1,257. This data indicates that the area does not currently generate significant levels of ridership.

Similarly, ABQ RIDE examined results from a 2022 system-wide on-board survey of riders. ABQ RIDE hired a firm specializing in this work to conduct the survey according to methods established to meet, among other things, FTA Title VI requirements. Since the primary purpose of the survey was to gain an accurate understanding of system-wide ridership demographics, the number of surveys collected on each route was proportional to the amount of ridership that route contributes to overall system ridership. Therefore, lots of surveys were collected on high-ridership routes, and few were collected on low-ridership routes. Since both routes 16 and 97 have moderate to low ridership, both had relatively small sample sizes in the survey.

However, enough surveys were collected to provide a general understanding of the demographics of these two routes. Route 16 had 58% minority ridership (n=31 responses), slightly, but not significantly, less than the system average of 63%. Route 97 had 82% minority riders (n=22), higher than the system average but with some uncertainty about the exact percentage due to the small sample size. Route 16 had 96% low-income riders (n=24); due to the small sample size that finding is not significantly different than the system average of 88%. Route 97 had 81% low-income

## Title VI Service Equity Analysis of ABQ RIDE Forward Recovery Network

riders (n=16), also not significantly different than the system average due to the small sample.

These sample results are not tied to locations along these routes, so it is not possible to determine whether the very small number of riders from the area of concern are represented by these results, so ABQ RIDE also looked at the population demographics of the area. Most of the area is not considered low-income or minority based on ABQ RIDE's Title VI program. The low-income areas are primarily along the northern and western sides of this area where there will continue to be service, and likewise the minority areas are also mainly along the edges.

With that context of demographics and current ridership, the project team considered options to address the concerns without shifting resources from another area of the network, keeping in mind that the main target of any changes would be to provide more direct service to the ½-mile section of Carlisle near Gibson. (Note that most of route 97 is within ¼-mile of Central Avenue, and the Recovery Network includes service in the International District south of Central.) The only option the team was able to develop would have split the route into two low-frequency 60-minute routes, with one following the route proposed in the Recovery Network and the other following Lead/Coal to Carlisle to Gibson.

The project team decided not to implement that concept of splitting the route based on the public's feedback throughout the ABQ RIDE Forward project that more frequent service on fewer routes was preferable to low-frequency service to achieve more geographic coverage. In this instance, splitting the route would reduce frequency on south Broadway, an area with high minority and low-income populations.

5. Coverage of Isleta Boulevard south of Don Felipe (County-funded)

A proposed change to route 53 Isleta (Figure 11) generated negative comments. Bernalillo County staff helped develop the proposed change since the County pays for the route in its entirety. Instead of continuing south on Isleta all the way to I-25, the proposed change would turn the route west on Don Felipe to Coors then north up to the Las Estancias area with its commercial destinations. Ridership south of Don Felipe is relatively low, but the route is the only bus service that far south in the South Valley. The County conducted some outreach with their own staff and concluded that maintaining service on the current route is more important than the new connections provided by the proposed change.

Since keeping the route in its current configuration would not change costs for the City or the County, the project team decided to maintain that current routing, as shown in green.

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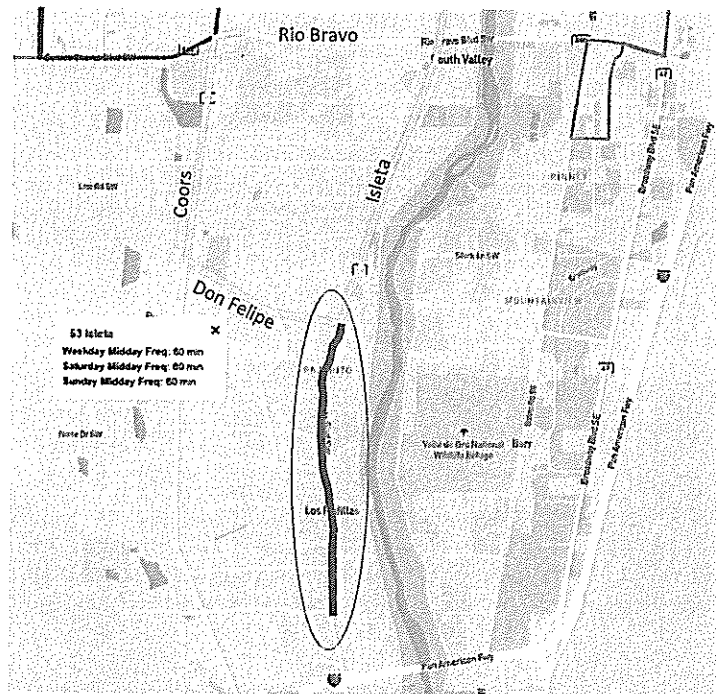


Figure 11: Map of the proposed route 53 Isleta (yellow). A proposed change to the route is shown in green that would maintain service south on Isleta to Los Padillas instead.

6. Coverage to connect the Mountain View neighborhood with shopping opportunities across the river in the Rio Bravo corridor (City and County funded)  
 The Recovery Network proposed a significant change to service in the northern portions of the South Valley by almost entirely reconfiguring the County-funded route 51 Atrisco into a new route 57 and replacing much of the former Atrisco service with a new ABQ RIDE Connect micro-transit zone. The new route 57 would serve the Mountain View neighborhood near Rio Bravo and 2nd (as well as Joy Junction) at its south end and would serve Broadway to San Jose, then shifting to William to replace service formerly provided by the City’s route 16. Route 57 would end by passing through the Barelas neighborhood to end in downtown. This low-frequency route, shown in yellow in Figure 12, is intended to provide coverage service.

A number of negative comments pointed out the loss of a connection between the Mountain View neighborhood and the grocery store and shopping center just across the river at Rio Bravo and Isleta. Although the County participated in designing the proposed changes, they had not anticipated these concerns and asked the project team to look for a way to address this loss of service in their funding area.

After looking for other alternatives, the project team decided to add service in this area. The proposed addition, shown in green in Figure 12, would extend the route west on Rio Bravo across the river to Isleta, then south to Gun Club, west to Coors and north to end in the Las Estancias/Walmart shopping center area. The addition would address the comments about access to shopping while also replacing coverage

Title VI Service Equity Analysis of ABQ RIDE Forward Recovery Network

for the Valley Gardens area of the City no longer covered due to the proposed change to the Isleta route. (See the previous change to the Recovery Network.)

This coverage addition increases overall costs, but most of that will be borne by the County. Based on the funding agreement between the City and County for funding transit service outside City boundaries, the County pays for some routes entirely (like the 53 Isleta) that are almost entirely in the County, and they share costs for routes that a split geographically between the City and County (like route 54 Bridge-Westgate). Following the same methods for allocating costs, the County would pay for most of the additional expense, and the County has preliminarily agreed with this proposed change. However, if in the future the County chooses not to fund their portion of the additional service, the project team would return the route to its form as originally proposed in the Recovery Network.

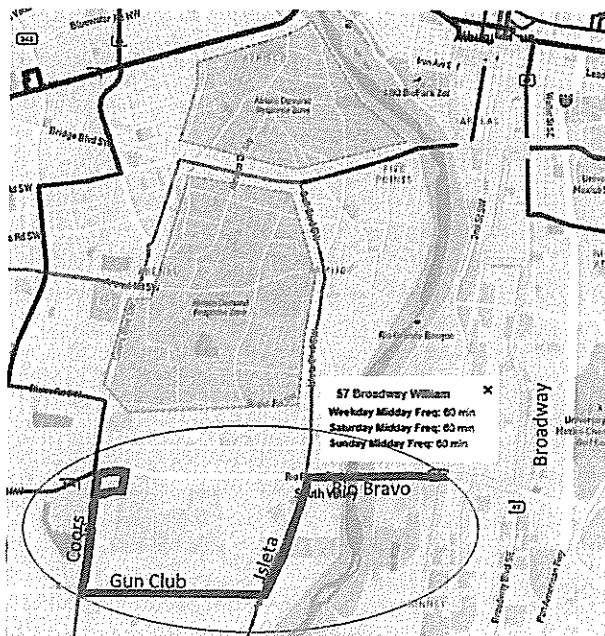


Figure 12: Map of the proposed route 57 Broadway-William (yellow). A proposed addition to the route shown in green would add service across the river on Rio Bravo to connect to destinations on the Westside.

7. Frequency of ART service on Sundays, particularly for the outer portions on east Central, north Coors, and in the Southwest Mesa

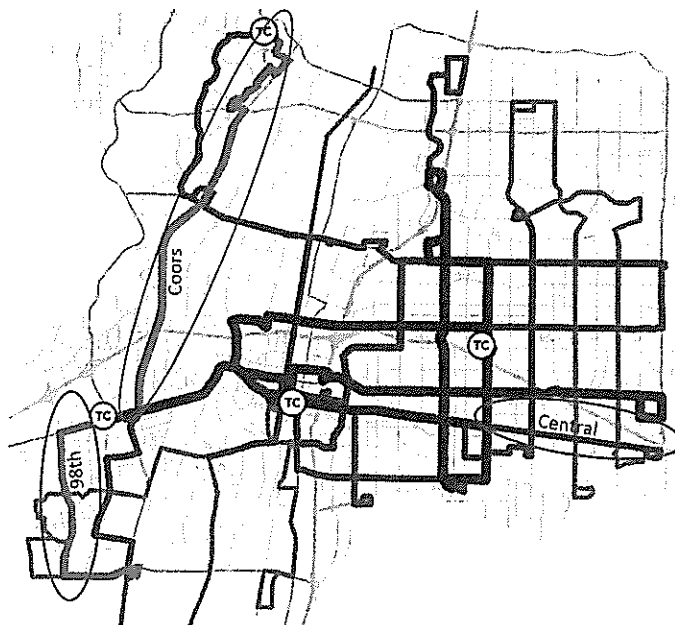
The Recovery Network proposed changes to ART that affect several other routes, improving quality and efficiency of service. The circled areas in Figure 13 highlight these affected route areas. In one of these changes, the ART Green Line route 777 would replace the local route 66 on Central east of Louisiana, freeing up the 66 to provide new, more direct service to the International District south of Central. The Green Line would stop more frequently east of Louisiana than it does currently, mimicking local service to minimize impacts on walk-access to stops.

Similarly, branches of both current ART routes would turn onto Coors (every other Green Line bus) and 98th Street (every other Red Line bus). This concept allows

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direct, one-seat rides for residents on the Westside to access employment, education, medical and other destinations in the Central corridor. Like the concept on east Central, the ART buses would serve more closely spaced stops on these branches to provide local service. This highly efficient design not only provides direct access to riders but also serves those riders more efficiently than having overlapping routes.

Comments about these changes showed some misunderstandings, highlighting a need for clear information in future phases, but also raised some concerns about speed and frequency of service. The speed concerns can be addressed partially with balanced spacing of stops but otherwise would require substantial resources to maintain the current arrangement of overlapping express and local services, and the project team did not change that aspect of the proposed Recovery Network.



*Figure 13: Map of Sunday service, including areas affected by continuing current lower-frequency ART service. Based on the color coding, a proposed change would make Central east of Louisiana pink (service every 20 minutes versus 30 minutes as originally proposed); 98<sup>th</sup> and Coors would both remain light blue but would have service every 40 minutes instead of every 60 minutes.*

However, the frequency of service concern is one that the project team addressed on Sundays. In the originally proposed network, each of the ART routes would have a frequency of every 30 minutes on Sundays. Where the routes branch at Coors and at 98th, those two corridors would have service at half that frequency, so every 60 minutes on Coors and on 98th. On east Central, an area of very high ridership in the current network, service would be every 30 minutes. To meet already-present ridership needs, the project team increased the Sunday frequency of service to match Saturdays: every 20 minutes on Central east of Louisiana and every 40 minutes on Coors and 98th.

The proposed change would make service on these corridors more consistent throughout the week, in keeping with the principles embraced by the public. This change benefits minority and low-income areas.

8. Connecting service for commuters to Kirtland Air Force Base, including Sandia National Labs

The proposed Recovery Network does not include any ABQ RIDE service onto Kirtland Air Force Base, and some public comments identified that absence as a concern. The network does not propose continuing that service, currently only provided by one route, due to the significant cost of service for a highly specialized market, contradicting the public's desire for more frequent service over the entire week rather than peak-oriented services.

Before the pandemic, six different ABQ RIDE routes provided service onto the base, with buses traveling onto or off the base over 120 times daily on weekdays. Those buses carried an estimated 150 riders per day (e.g. 75 trips onto base in the morning and 75 return trips in the afternoon) in 2018 and 2019. The service required more than 10 additional buses to operate daily. The current route serving the base from Louisiana operates twelve trips per day and carries about 20 to 30 riders per day (e.g. 10-15 riders each way).

Due to the high cost and low productivity, the project team decided not to make any changes to the Recovery Network to add service onto the base.

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

## 5 Service Equity Analysis

The purpose of the equity analysis is to identify whether service changes impose a disparate impact on minority populations and/or a disproportionate burden on low-income households. The Recovery Network represents a large addition of service over current levels, so the analysis is focused on whether that improvement disproportionately benefits non-minority populations or higher-income households.

### 5.1 Data Used

Following the adopted 2023 Title VI Program, ABQ RIDE used 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

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Council of Governments and used its service area boundary to extract the blocks and block groups within its service area.

Two main factors affect service availability to potential riders and formed the core of the analysis: how many times per week a bus operates on each route and how many people can walk to that route. The service changes were aggregated to the system level, since the Recovery Network represents a change to ABQ RIDE’s entire route network.

ABQ RIDE compared service from the fall of 2024 to the Recovery Network service as measured by the number of trips provided on each route per week. In current service, buses operate “revenue” trips (i.e. in service for the public) 6,180 times per week. The Recovery Network will provide approximately 8,560 weekly revenue trips, an increase of about 40%.

ABQ RIDE used the routes in both networks to determine the blocks and block groups that are within walking distance of service in order to estimate the number and percentage of minorities and low-income households served by the current network and the Recovery Network.

**5.2 Analysis of Equity Impacts**

**5.2.1 Analysis of Impacts on Minorities**

Table 2 presents service availability statistics for minority and non-minority populations for the current network compared to the Recovery Network. In both cases, the minority percentage of the population that lives in Census Blocks within walking distance of a bus route is 65.1%, compared to the overall service area average of 62.7%. The table indicates no disparate impact on minorities.

**Table 2**

<b>Comparison of Current Network to Recovery Network by Minority Status</b>			
<b>Number of people within walking distance of bus service</b>			
<b>Network</b>	<b>Total Population</b>	<b>Minority Population</b>	<b>% Minority</b>
Current Network	427,081	278,068	65.1%
Recovery Network	421,345	274,496	65.1%

*The Recovery Network includes a small decrease in geographic coverage of regular bus routes, consistent with public feedback showing a preference for frequent service over geographic coverage. However, ABQRIDE Connect zones will provide micro-transit service in these areas, serving about 17,100 people (71.2% minority), some of whom are also not within walking distance of a route in the current network. See Attachment 1 for the location of these zones.*

Title VI Service Equity Analysis of ABQ RIDE Forward Recovery Network

ABQ RIDE adjusted those service proximity statistics for service abundance by multiplying the population within walking distance by the number of weekly bus trips that population had access to, resulting in a person\*trips factor. The analysis then calculated the percentage of person\*trips for minority populations to the overall population to look for disparity. For the current network, the share of person\*trips for minorities is 65.1%, and for the Recovery Network it is 64.4%. While a decrease, the change is very small and far below the 10% significance threshold set in the 2023 Title VI Program, and both are above the service area average of 62.7% minority residents.

Based on this analysis, ABQ RIDE has concluded that implementing the Recovery Network would not create a disparate impact on minority residents in the service area.

**5.2.2 Analysis of Impacts on Low-Income Households**

Table 3 presents service availability statistics for low-income and non-low-income households for the current network compared to the Recovery Network. For the current network, the low-income percentage of households that live in Census Block Groups within walking distance of a bus route is 37.3%. For the Recovery Network, the percentage is 37.5%, a very small increase. These percentages are both higher than the overall service area average of 33.2%. The table indicates the Recovery Network would not cause a disproportionate burden on low-income households based on proximity of service.

**Table 3**

<b>Comparison of Current Network to Recovery Network by Household Income Status</b>			
<b>Number of households within walking distance of bus service</b>			
<b>Network</b>	<b>Total Households</b>	<b>Low-Income Households</b>	<b>% Low-Income</b>
Current Network	199,113	74,356	37.3%
Recovery Network	196,014	73,573	37.5%

*The Recovery Network includes a small decrease in geographic coverage of regular bus routes, consistent with public feedback showing a preference for frequent service over geographic coverage. However, ABQRIDE Connect zones will provide micro-transit service in these areas, serving about 4,700 households (31.8% low-income), some of whom are also not within walking distance of a route in the current network. See Attachment 1 for the location of these zones.*

ABQ RIDE adjusted those service proximity statistics for service abundance by multiplying the households within walking distance by the number of weekly bus trips that those households had access to, resulting in a households\*trips factor. The analysis then calculated the percentage of households\*trips for low-income households to the overall population to look for disparity. For the current

Title VI Service Equity Analysis of ABQ RIDE Forward Recovery Network

network, the share of person\*trips for minorities is 44.4%, and for the Recovery Network it is 44.0%. While a decrease, the change is very small and far below the 10% significance threshold set in the 2023 Title VI Program, and both are far above the service area average of 33.2% low-income households.

Based on this analysis, ABQ RIDE has concluded that implementing the Recovery Network would not create a disproportionate burden on low-income households in the service area.

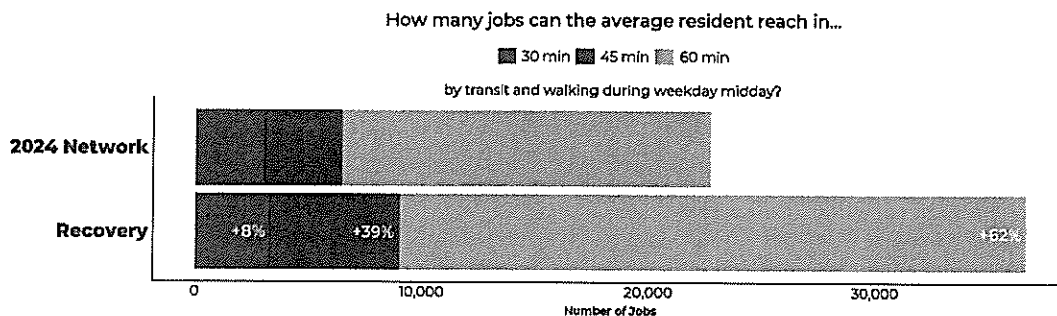
**5.3 Additional Equity Comparison: Travel Time to Jobs**

ABQ RIDE’s consultant, Jarrett Walker & Associates, prepared somewhat similar comparisons using analysis tools that allow them to model travel time to job locations. Job locations are not only places of employment but also are useful proxies for locations of educational opportunities, medical services, retail locations and other destinations. (Due to data constraints, their analysis of “low-income people” assumes those residents have incomes below 150% of the poverty level, whereas ABQ RIDE’s standard is 165% of the poverty level for households.)

This powerful analysis shows results that are similar to ABQ RIDE’s Title VI analysis. Minority residents have gains in access to job locations that are comparable to or slightly above the average resident overall. Low-income residents already have much greater access in the current network and show comparable or greater percentage increases. Note that the average low-income resident can reach almost twice as many job locations as the average resident in the service area. Even more pronounced, residents living in areas with high “social vulnerability” scores (combining several factors including income and race) have even greater access to jobs.

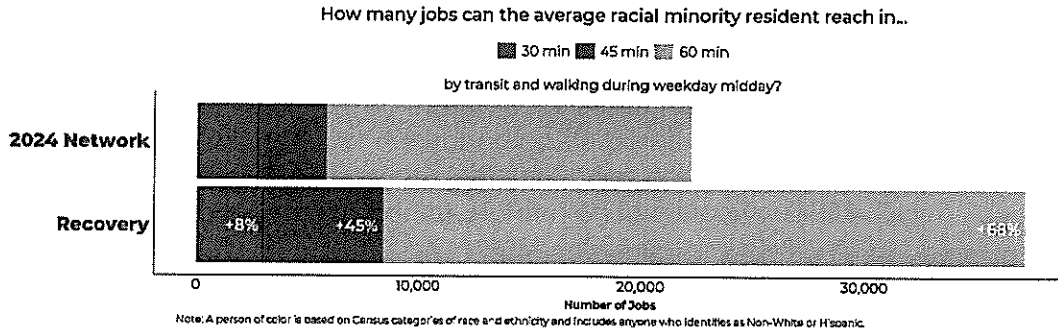
The charts below show the increase in access to jobs on weekdays at midday when many non-traditional commutes overlap with school, shopping, medical and other trips (and when ABQ RIDE ridership has been highest for many years):

**Increase in access to jobs for the average resident:**

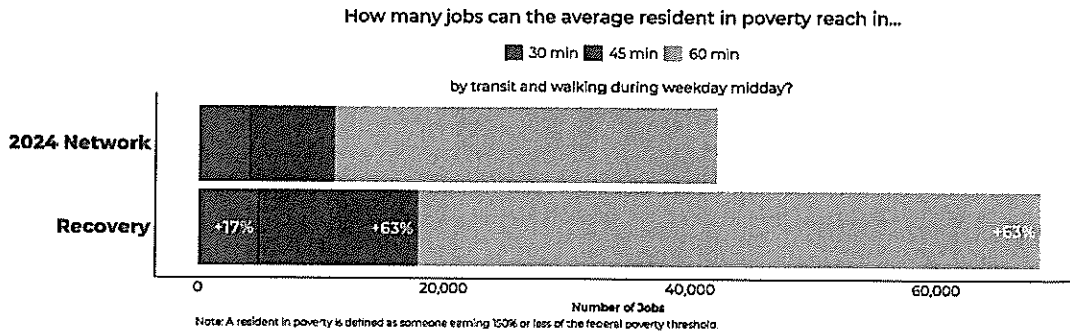


Title VI Service Equity Analysis of ABQ RIDE Forward Recovery Network

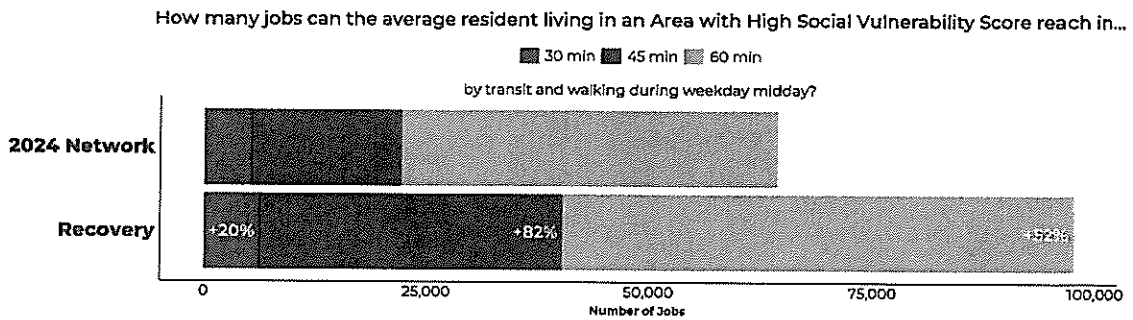
**Increase in access to jobs for the average resident of color:**



**Increase in access to jobs for the average resident with income less than 150% of poverty:**



**Increase in access to jobs for the average resident living in an area of high social vulnerability:**



**ABQRide Forward Recovery Network**

On weekdays around noon, the bus comes every...

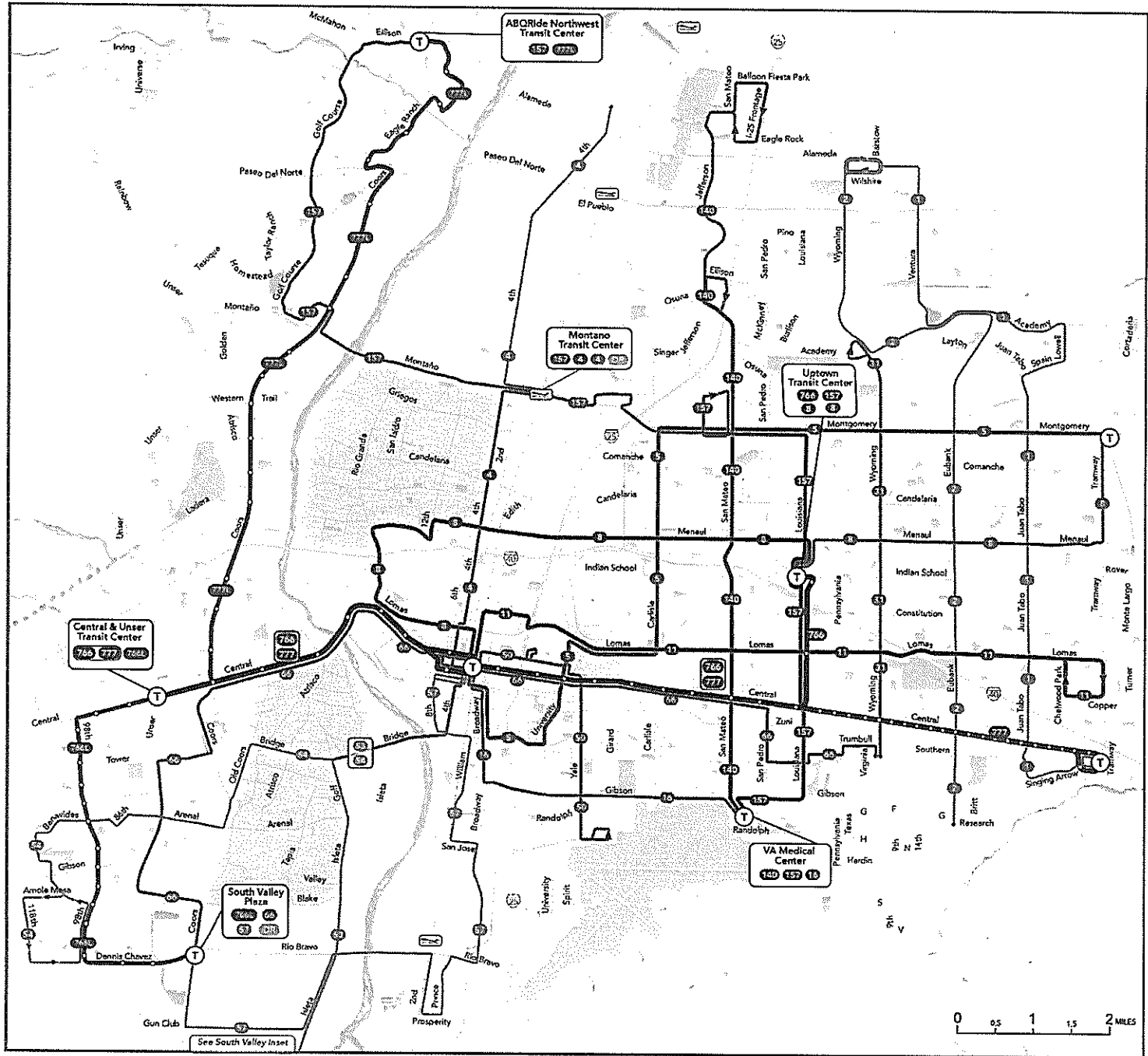
- 8 minutes or less
- 15 minutes
- 20 minutes
- 30 minutes
- 60 minutes

Demand Response Zone

- Bus Rapid Transit route and station
- Corridor with many routes
- Route branches continue at lower frequency
- Transit Center
- Rail Runner Station

**South Valley**

Gun Club, Old Coors, Don Felipe, Pajarito, Los Pedrillas, Malpais, Ideta, Adria, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324, 325, 326, 327, 328, 329, 330, 331, 332, 333, 334, 335, 336, 337, 338, 339, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358, 359, 360, 361, 362, 363, 364, 365, 366, 367, 368, 369, 370, 371, 372, 373, 374, 375, 376, 377, 378, 379, 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396, 397, 398, 399, 400, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 411, 412, 413, 414, 415, 416, 417, 418, 419, 420, 421, 422, 423, 424, 425, 426, 427, 428, 429, 430, 431, 432, 433, 434, 435, 436, 437, 438, 439, 440, 441, 442, 443, 444, 445, 446, 447, 448, 449, 450, 451, 452, 453, 454, 455, 456, 457, 458, 459, 460, 461, 462, 463, 464, 465, 466, 467, 468, 469, 470, 471, 472, 473, 474, 475, 476, 477, 478, 479, 480, 481, 482, 483, 484, 485, 486, 487, 488, 489, 490, 491, 492, 493, 494, 495, 496, 497, 498, 499, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 511, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 523, 524, 525, 526, 527, 528, 529, 530, 531, 532, 533, 534, 535, 536, 537, 538, 539, 540, 541, 542, 543, 544, 545, 546, 547, 548, 549, 550, 551, 552, 553, 554, 555, 556, 557, 558, 559, 560, 561, 562, 563, 564, 565, 566, 567, 568, 569, 570, 571, 572, 573, 574, 575, 576, 577, 578, 579, 580, 581, 582, 583, 584, 585, 586, 587, 588, 589, 590, 591, 592, 593, 594, 595, 596, 597, 598, 599, 600, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 613, 614, 615, 616, 617, 618, 619, 620, 621, 622, 623, 624, 625, 626, 627, 628, 629, 630, 631, 632, 633, 634, 635, 636, 637, 638, 639, 640, 641, 642, 643, 644, 645, 646, 647, 648, 649, 650, 651, 652, 653, 654, 655, 656, 657, 658, 659, 660, 661, 662, 663, 664, 665, 666, 667, 668, 669, 670, 671, 672, 673, 674, 675, 676, 677, 678, 679, 680, 681, 682, 683, 684, 685, 686, 687, 688, 689, 690, 691, 692, 693, 694, 695, 696, 697, 698, 699, 700, 701, 702, 703, 704, 705, 706, 707, 708, 709, 710, 711, 712, 713, 714, 715, 716, 717, 718, 719, 720, 721, 722, 723, 724, 725, 726, 727, 728, 729, 730, 731, 732, 733, 734, 735, 736, 737, 738, 739, 740, 741, 742, 743, 744, 745, 746, 747, 748, 749, 750, 751, 752, 753, 754, 755, 756, 757, 758, 759, 760, 761, 762, 763, 764, 765, 766, 767, 768, 769, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 781, 782, 783, 784, 785, 786, 787, 788, 789, 790, 791, 792, 793, 794, 795, 796, 797, 798, 799, 800, 801, 802, 803, 804, 805, 806, 807, 808, 809, 810, 811, 812, 813, 814, 815, 816, 817, 818, 819, 820, 821, 822, 823, 824, 825, 826, 827, 828, 829, 830, 831, 832, 833, 834, 835, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 846, 847, 848, 849, 850, 851, 852, 853, 854, 855, 856, 857, 858, 859, 860, 861, 862, 863, 864, 865, 866, 867, 868, 869, 870, 871, 872, 873, 874, 875, 876, 877, 878, 879, 880, 881, 882, 883, 884, 885, 886, 887, 888, 889, 890, 891, 892, 893, 894, 895, 896, 897, 898, 899, 900, 901, 902, 903, 904, 905, 906, 907, 908, 909, 910, 911, 912, 913, 914, 915, 916, 917, 918, 919, 920, 921, 922, 923, 924, 925, 926, 927, 928, 929, 930, 931, 932, 933, 934, 935, 936, 937, 938, 939, 940, 941, 942, 943, 944, 945, 946, 947, 948, 949, 950, 951, 952, 953, 954, 955, 956, 957, 958, 959, 960, 961, 962, 963, 964, 965, 966, 967, 968, 969, 970, 971, 972, 973, 974, 975, 976, 977, 978, 979, 980, 981, 982, 983, 984, 985, 986, 987, 988, 989, 990, 991, 992, 993, 994, 995, 996, 997, 998, 999, 1000



**ABQ RIDE  
2026 Title VI Program**

**APPENDIX D  
Language Assistance Plan**



# **ABQ RIDE Language Assistance Plan**

**City of Albuquerque  
Transit Department**

**April 2026**

## Introduction

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

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

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services. Federal agencies were instructed to publish guidance for their respective recipients in order to assist them with their obligations to LEP persons under Title VI. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

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

ABQ RIDE serves the City of Albuquerque, which contains the majority of the population of Bernalillo County, New Mexico. ABQ RIDE also provides service in portions of unincorporated Bernalillo County through a funding agreement with the County. ABQ RIDE staff reviewed the 2020-2024 5-Year American Community Survey to determine the number of LEP persons in its service area.

## A. American Community Survey (ACS) Analysis

The population over 5 years old in Census tracts in the ABQ RIDE service area is approximately 615,375, based on the 2020-2024 5-Year American Community Survey (ACS), the most recent detailed data available. The survey reveals that about 449,800 (73.1%) of the residents speak only English, and about 165,600 (26.9%) of residents speak languages in addition to or instead of English. The LEP population are those who speak English “less than very well.” Of those who speak another language, about 48,100 speak English “less than very well,” which is about 7.8% of the overall population. Of those who speak English “less than very well,” about 39,400, or 6.4% of the total population, speak primarily Spanish. Spanish speakers comprise 82% of the LEP population.

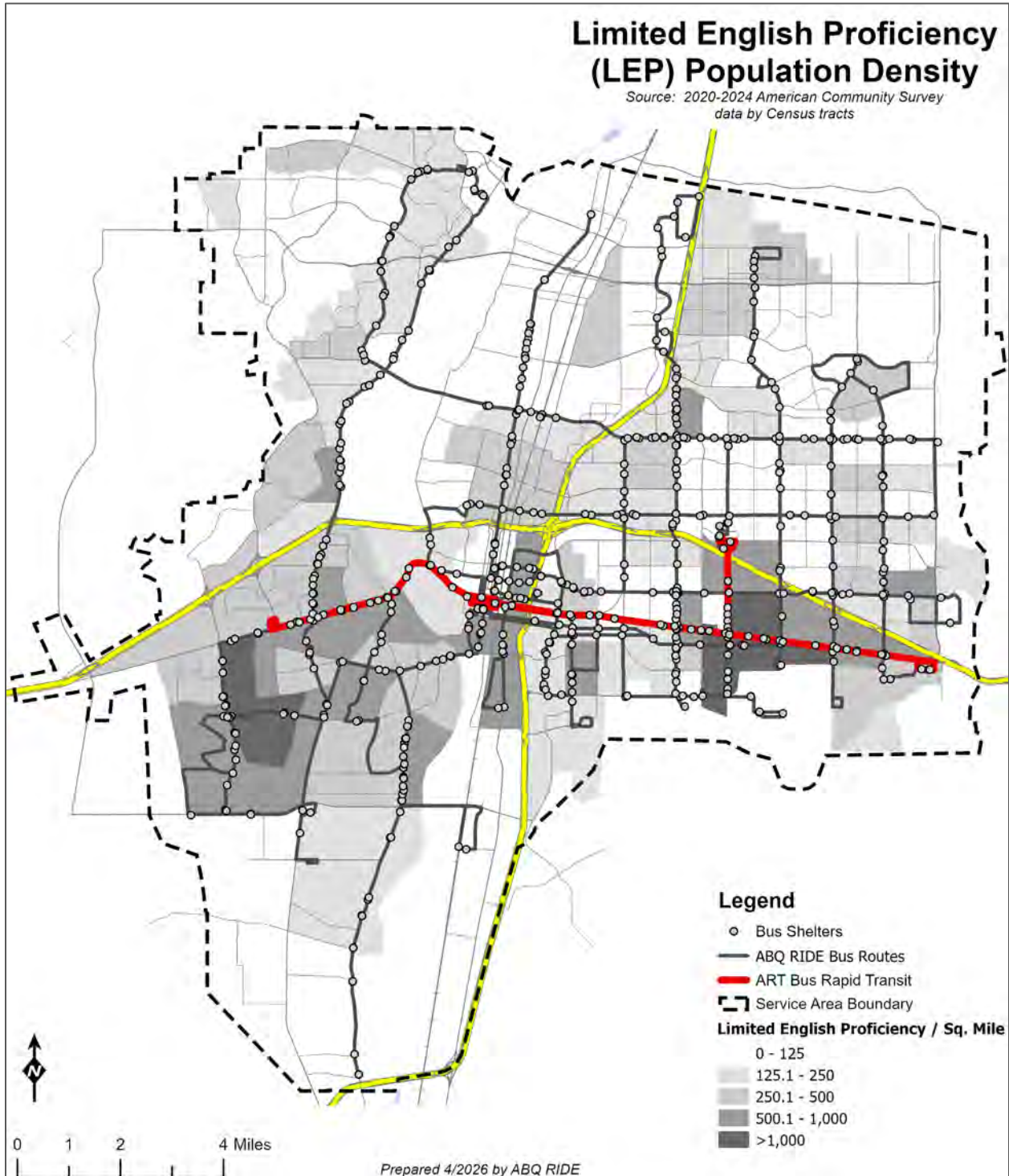
One other language population meets Safe Harbor Provision thresholds, while another is close and, due to prior inclusion, will continue to be treated as meeting the Safe Harbor Provision. That threshold is 1,000 LEP people who speak a particular language. About 1,900 residents who speak English “less than very well,” speak Vietnamese, making up 3.9% of the LEP population (0.3% of the total population). Just under 1,000 LEP residents speak Chinese, making up 2.0% of the LEP population (0.2% of the total population). Since this language comes so close to meeting the Safe Harbor threshold and has met the threshold in previous years, ABQ RIDE will continue to treat Chinese as a Safe Harbor language. The remaining 5,800 LEP residents speak a variety of other languages, with no language having more than 1,000 residents speaking that language primarily.

### 2020-2024 5-Year American Community Survey (ACS)

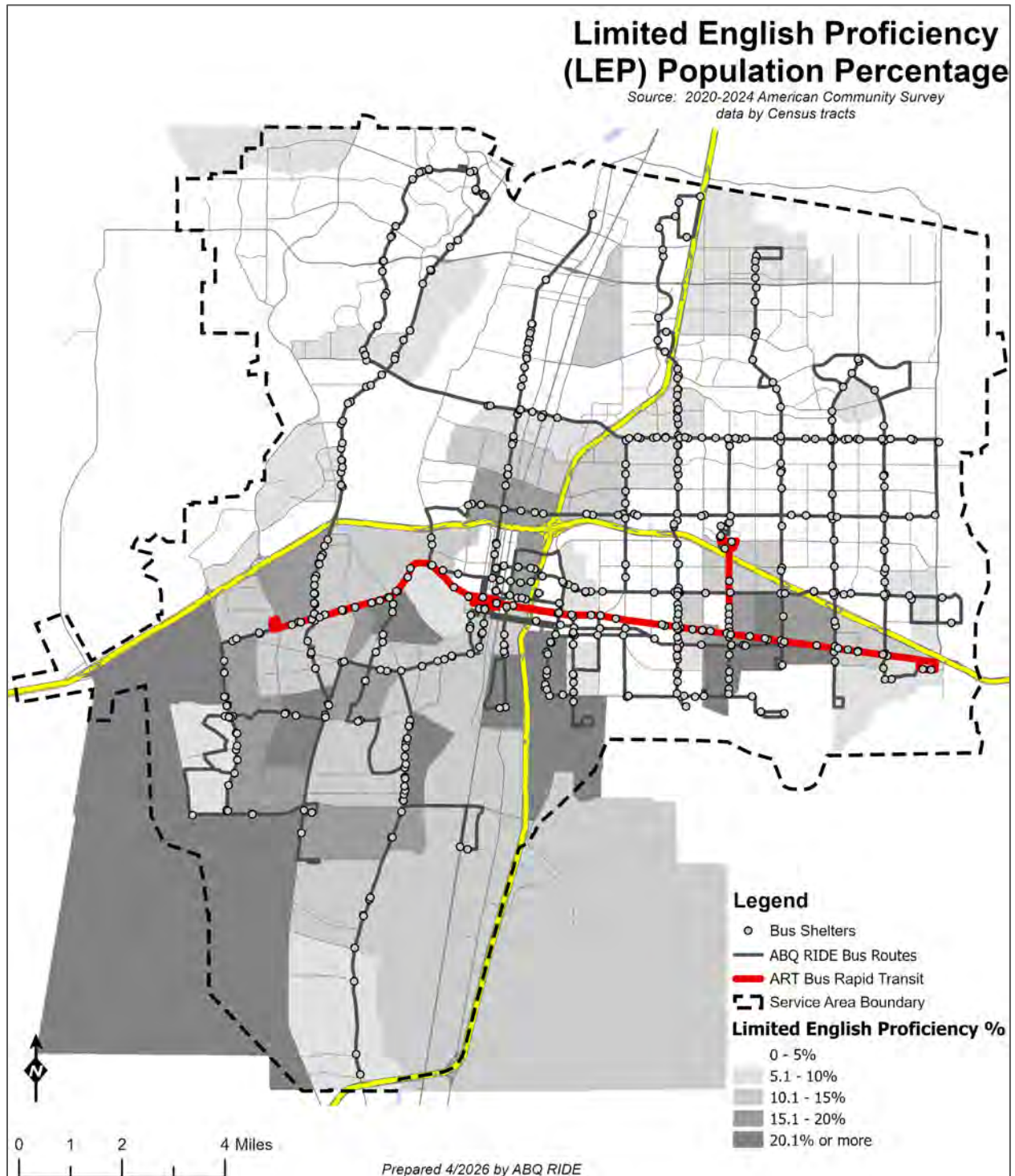
<b>Populations 5 years and over</b>	<b>Total</b>	<b>Percent</b>
ABQ RIDE Service Area	615,375	100.0%
Speak only English	449,757	73.1%
Speak languages other than English	165,618	26.9%
Speak English less than "very well"	48,056	7.8%
Speak Spanish	39,372	6.4%
Speak Vietnamese	1,872	0.3%
Speak Chinese	971	0.2%
Speak all other languages	5,841	0.9%

*Data based on Census tracts in the ABQ RIDE service area*

The map below shows the density of the LEP population 5 years and older in Census tracts in the ABQ RIDE services area.



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



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

ABQ RIDE staff routinely interacts with LEP individuals, and Spanish is by far the most common language spoken. Personnel with primary contact include Motor Coach Operators (MCOs), Sun Van Chauffeurs (SVCs), and Customer Service Representatives. Some MCOs and SVCs speak and understand Spanish and often serve as a passenger's first line of communication with ABQ RIDE. They can provide valuable information to customers about routes, schedules, rules and procedures. Many day-to-day transit questions are handled by the city's 311 Call Center during business hours, which provides information about public transit in Spanish. All calls outside the 311 Call Center hours, paratransit scheduling calls, and all more complex questions (whether LEP or not) are addressed by ABQ RIDE's customer service, dispatch or marketing departments, which often have at least one representative conversant in Spanish available to assist those with limited English skills who speak Spanish. At all times when needed, ABQ RIDE uses a contracted telephone interpretation service to ensure clear information is exchanged with LEP individuals.

Based on the 2024 5-year ACS estimates (Table B08113 "Means of Transportation to Work by Language Spoken at Home and Ability to Speak English"), about 8% of people commuting to work by public transit speak Spanish and speak English "less than very well." Another 4% of public transit commuters speak other languages and have limited English proficiency. Based on anecdotal information from an organization serving Asian families in Albuquerque, some residents who speak primarily Vietnamese or Chinese make use of transit services, and others, particularly the older generation as it ages, may make increasing use of transit in the future.

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

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

## 4. Overview of resources available to the recipient

Transit service information, such as route schedules, maps and paratransit service information, is provided in English and Spanish and available to all City residents. Route schedules and other written information are accessible at public libraries, educational facilities, and community centers where feasible. ABQ RIDE Go!, the department's app for microtransit and paratransit service, is available in Spanish. Schedule change notices and marketing communications have standard instructions for contacting customer service for additional information in Spanish, and ABQ RIDE has been translating schedule change notices into Spanish.

ABQ RIDE's website can be quickly translated into dozens of languages including Spanish, Vietnamese, and Chinese (Simplified) using a Google tool provided on all web pages. Additionally, to assist the non-English speaking persons who may attend public meetings, the Transit Department has staff at meetings who speak Spanish or provides an interpreter when requested.

The Department has access to telephone interpretation 24-hours per day every day of the year for many languages, including Spanish, Vietnamese, and multiple Chinese dialects through a contracted service in order to communicate effectively with callers who do not speak English very well. The Department also has access to staff who can translate shorter texts into Spanish, and through a contract the Department can translate longer documents into multiple languages.

## 5. ABQ RIDE LAP Plan

### A. Current language assistance services

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

- I. 311 Information line – The City of Albuquerque's citizen contact line is available to the general public. Several customer service agents can take Spanish calls from other agents, including transit calls. For other languages, the call center uses a telephone interpretation service. The subject matter of each call is tracked in PeopleSoft, but language used is not tracked. The 311 Information line hours are:
  - Monday – Saturday: 6 a.m. - 9 p.m.
  - Sunday - 9 a.m. – 6 p.m. (Transit schedule and animal welfare calls only)
- II. Customer Service - The LEP community that ABQ RIDE serves predominantly speaks Spanish. It is the Transit Department's goal to have at least one Spanish-speaking telephone operator available at all times to assist LEP customers. However, the Department also uses a telephone translation service for times when Spanish-speaking staff are not available or a caller or in-person visitor needs assistance in another language. ABQ RIDE's customer service staff answer all transit-related 311 calls when 311 is not open, and they answer all Sun Van (paratransit) calls.
- III. Schedule Translation - A critical need of LEP transit customers is to understand bus routes and schedules. ABQ RIDE translates relevant parts of its public schedules into Spanish including:

- a. Route numbers - The word “Route” is currently translated to “Ruta”.
- b. Day of the week – Day of the week labels are provided in Spanish.
- c. Military base access or other special notes – Notes about the need for military ID to access Kirtland Air Force base and various notes about service, such as notes about shortened routes on Sundays, are translated into Spanish.

IV. On-Board Written Language Communication – ABQ RIDE’s fleet of buses are equipped with Spanish translation stickers, placards and decals with the following instructions, warnings and emergency procedures:

- a. Emergency Exit Instructions –
  - i. Window exit instructions written below and beside windows.
  - ii. Manual door opening instructions written on and beside doors.
- b. Safety Warnings and Instructions –
  - i. “Stand behind the yellow line.”
  - ii. “Keep all body parts out of window opening.”
  - iii. “Unnecessary Conversation with Operator Is Prohibited By Law.”
- c. Tripping hazards such as steps and ledges
  - i. “Watch Your Step.”
- d. Rules and notices
  - i. “No smoking, eating or drinking” and “Keep Radios Silent.”
- e. Security warnings
  - i. Notice that video surveillance and/or plain-clothes security officers may be present.
- f. Operating instructions
  - i. Stop signaling – “Pull cord to request a stop.” (Located near cord)
  - ii. Exit instructions – “Wait for doors to open.”
- g. Posters notify the public in ten languages that free verbal interpretation services are available:  
 “ATTENTION: If you speak [language of translation], free language assistance services are available to you to talk with ABQ RIDE about our services. Assistance for many other languages is available as well. Call 505-243-7433 (TTY: 711).”

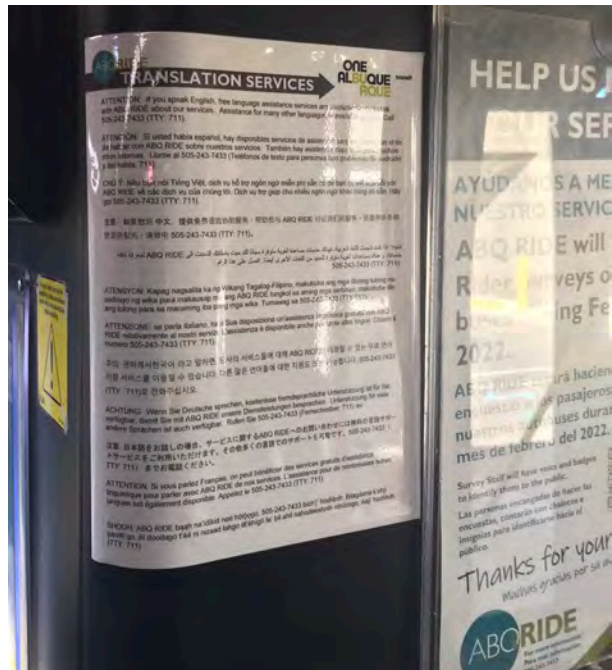



Figure 1: Poster on buses notifying riders of free verbal interpretation services available



**ATTENTION:** If you speak English, free language assistance services are available to you to talk with ABQ RIDE about our services. Assistance for many other languages is available as well. Call 505-243-7433 (TTY: 711).

**ATENCIÓN:** Si usted habla español, hay disponibles servicios de asistencia para su idioma con el fin de hablar con ABQ RIDE sobre nuestros servicios. También hay asistencia disponible para muchos otros idiomas. Llame al 505-243-7433 (Teléfonos de texto para personas con problemas de audición y del habla: 711).

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, dịch vụ hỗ trợ ngôn ngữ miễn phí sẵn có để bạn có thể trao đổi với ABQ RIDE về các dịch vụ của chúng tôi. Dịch vụ trợ giúp cho nhiều ngôn ngữ khác cũng có sẵn. Hãy gọi 505-243-7433 (TTY: 711).

**注意:** 如果您说中文, 提供免费语言协助服务, 帮助您与 ABQ RIDE 讨论我们的服务 - 还提供许多其他语言服务。请致电 505-243-7433 (TTY: 711)。

التعليق: إذا كنت تتحدث اللغة العربية, فهناك خدمات مساعدة لغوية متوفرة مجانًا لك حيث بإمكانك التحدث إلى ABQ RIDE لمعرفة كافة خدماتنا. وهناك مساعدات لغوية متوفرة للعديد من اللغات الأخرى أيضًا. اتصل على هذا الرقم: 505-243-7433 (TTY: 711)

**ATENSYON:** Kapag nagsalita ka ng Wikang Tagalog-Filipino, makukuha ang mga libreng tulong na serbisyo ng wika para makausap mo ang ABQ RIDE tungkol sa aming mga serbisyo. makukuha din ang tulong para sa maraming iba pang mga wika. Tumawag sa 505-243-7433 (TTY:711).

**ATTENZIONE:** se parla italiano, ha a Sua disposizione un'assistenza linguistica gratuita con ABQ RIDE relativamente ai nostri servizi. L'assistenza è disponibile anche per tante altre lingue. Chiami il numero 505-243-7433 (TTY: 711).

**주의:** 귀하께서한국어 라고 말하면, 당사의 서비스들에 대해 ABQ RIDE와 대화할 수 있는 무료 언어 지원 서비스를 이용할 수 있습니다. 다른 많은 언어들에 대한 지원도 또한 가능합니다. 505-243-7433 (TTY : 711)로 전화하십시오.

**ACHTUNG:** Wenn Sie Deutsche sprechen, kostenlose fremdsprachliche Unterstützung ist für Sie verfügbar, damit Sie mit ABQ RIDE unsere Dienstleistungen besprechen. Unterstützung für viele andere Sprachen ist auch verfügbar. Rufen Sie 505-243-7433 (Fernschreiber: 711) an.

**注意:** 日本語をお話しの場合、サービスに関するABQ RIDEへのお問い合わせには無料の言語サポートサービスをご利用いただけます。その他多くの言語でのサポートも可能です。505-243-7433 (TTY: 711) までお電話ください。

**ATTENTION:** Si vous parlez Français, on peut bénéficier des services gratuits d'assistance linguistique pour parler avec ABQ RIDE de nos services. L'assistance pour de nombreuses autres langues est également disponible. Appelez le 505-243-7433 (TTY: 711).

**SHOOH:** ABQ RIDE baqah na 'idikiid nee hólóqogo, 505-243-7433 bich'i' hodiilnih. Bilagáana k'ehjí yánilti'go, éi doodago t'áá ni nizaad lahgo át'ehigii'la' bi' ahil nahodeeshnih ninizingo, áajj' hodiilnih. (TTY: 711)

Figure 2: Full text of notification of free interpretation services, posted on buses and major facilities.

- V. Transportation Center – Directions to various locations at the Alvarado Transportation Center in downtown Albuquerque, as well as general rules, are translated into Spanish on permanent placards affixed to exterior walls throughout the facility. The following messages are written in two languages accompanied by direction arrows:
- a. “Customer Service” and “Administration”
  - b. “Transfer Island” with directions to stop locations for bus routes.
  - c. “FIRST STREET”

- d. “Bicycle Parking”
- e. “No Loitering”

In addition, posters by ABQ RIDE’s customer service windows provide answers to common questions in English and Spanish, such as hours that the windows are open, how to inquire about Lost and Found items, fares, and information about paratransit service. Notices of Title VI rights in Spanish and availability of free verbal interpretation services (in multiple languages) are also posted at the facility.

VI. Customer Surveys – ABQ RIDE occasionally conducts public surveys, which are available in Spanish as well as English. Customer responses are compiled in a database, and comments in Spanish are tracked and analyzed.



Figure 3: Example of a survey available in Spanish

VII. City of Albuquerque public websites – Customers have the option to translate web pages on the ABQ RIDE website into over 100 languages, including Chinese (Simplified), Spanish, and Vietnamese. All City of Albuquerque web pages come standard with this feature.

Title VI notices to beneficiaries online and in print have been translated into Spanish, as well as the Title VI complaint procedures and complaint form. ABQ RIDE has translated these documents into Vietnamese and Chinese and posted them on its website to address the Safe Harbor Provision requirements for these populations.

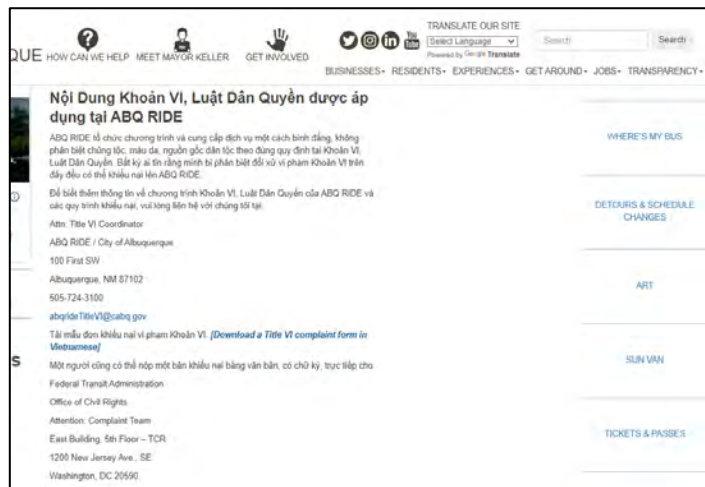


Figure 4: Screenshot of ABQ RIDE's webpage showing Title VI notice to beneficiaries in Vietnamese

VIII. Press Conferences and Newspapers

Spanish news organizations are invited to ABQ RIDE press conferences and translate information for their viewers or readers.

IX. No Smoking Signs – The universally recognizable symbol for “No Smoking” is used in public transit facilities.

X. Service Announcement Posters – To the extent possible within space constraints, posters on buses or at bus stops announcing service changes include Spanish translations. All posters include the phrase, “Para más información,” followed by ABQ RIDE’s phone number and/or website address to notify passengers that information in Spanish is available.

**Frequency Changed to Every 30 Min**  
*Frecuencia cambiada a cada 30 minutos*

- 5 Montgomery/Carlisle** weekdays • *entre semana*
- 8 Menaul** weekdays • *entre semana*
- 10 North 4<sup>th</sup>** (Between Montañito & Downtown only) weekdays  
*(entre Montañito y el centro de la ciudad solamente) – todos los días*
- 11 Lomas** weekdays • *entre semana*
- 66 Central** All Days • *todos los días*
- 198 98<sup>th</sup> Street/Dennis Chavez** All Days • *todos los días*

**Frequency Changed to Every 60 Min; New Sunday Service** All Days • *todos los días*  
*Frecuencia cambiada a cada 60 minutos; se añadirá un nuevo servicio dominical.*

- 10 North 4<sup>th</sup>** (North of Montañito only) All Days  
*Solo al norte de Montañito) – todos los días*
- 53 Isleta** All Days • *todos los días*
- 54 Bridge/Westgate** weekdays • *entre semana*

**Route Discontinued** *Ruta descontinuada*

- 36 12th Street/Rio Grande** All Days • *todos los días.*  
Use route 8 (Menaul), or ABQ RIDE Connect ([cabq.gov/abqriderconnect](http://cabq.gov/abqriderconnect))  
*Utilice ABQ RIDE Connect o la ruta 8 Menaul*

**Route Changed** All Days • *Ruta cambiada, todos los días*

- 8 Menaul**  
Extending west on Menaul to Rio Grande and back to downtown on Lomas and 2<sup>nd</sup>. No longer serving 5<sup>th</sup> & 6<sup>th</sup> Streets.  
*Esta ruta se extiende hacia el oeste por Menaul hasta Rio Grande y regresa al centro por Lomas y la calle 2. Ya no prestará servicio en las calles 5 y 6.*
- 10 North 4<sup>th</sup>**  
Using 5<sup>th</sup> & 6<sup>th</sup> south of Lomas. All trips will go to the Montañito Transit Center. Every other trip will serve 4<sup>th</sup> Street north of Montañito.  
*Esta ruta utilizará las calles 5 y 6 al sur de Lomas. Todos los viajes llegarán al Centro Transito de Montañito. Cada otro viaje se servirá la calle 4 al norte de Montañito.*
- 53 Isleta** Extending west on Bridge to Goff back to Isleta.  
*Esta ruta se extiende más al oeste por Bridge hasta Goff de regreso a Isleta.*
- 54 Bridge/Westgate**  
New routing west of 98<sup>th</sup>. Will end at 118<sup>th</sup> & Dennis Chavez (Atrisco Heritage High School) and will not go to the CUTC  
*Esta ruta será diferente al oeste de la calle 98 y terminará en la calle 118 y Dennis Chavez (Escuela secundaria Atrisco Heritage)*

**Schedule Adjustments** *Ajustes de horario*

- 50 Airport/Yale/Downtown** All Days • *todos los días*

**Temporary Service Suspension** *Servicio suspendido*  
12/15/2025 – 1/12/2026 • *15/12/2025 – 12/12/2026*

- 790 Coors/University** All Days • *todos los días*  
Service will be suspended while both UNM & CNM are on break.  
*El servicio será suspendido tanto UNM y CNM están en vacaciones de invierno.*

**For more detailed information • Para más información:**  
**ABQRIDE.com • 243-RIDE (505-243-7433)**

We are working to make Albuquerque’s bus system better! Please be patient with our team as we roll out these changes. This plan will be rolled out in 16 phases over the next several years, depending on staffing and vehicle availability.

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Winter 2025	Mid 2026	Late 2026	Late 2026	Early 2027	Early 2027	Mid 2027	Late 2027	Early 2028	Mid 2028	Mid 2028	Late 2028	Early 2029	Mid 2029	Late 2029	Late 2029

## B. Language assistance services not offered

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

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

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

## C. New language assistance services

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

In addition, the Department will expand the documents provided online in Vietnamese and Chinese (Simplified), including updates as needed to the “Sun Van and You” guide to paratransit services.

## D. Evaluating and updating the plan

ABQ RIDE will review Census data as it relates to the changing LEP demographics of its service area as the data becomes available. In the course of their work, Planning and Marketing staff communicate periodically with organizations that assist LEP communities to make sure they are aware of ABQ RIDE’s language assistance services and receive feedback about what other services might be most useful for ABQ RIDE to provide.

At least every five years, ABQ RIDE will also conduct an on-board survey of riders to determine the proportion of LEP individuals in the service area. This will include questions modeled after the Census to estimate the proportion of bus riders that speak English “less than very well.” ABQ RIDE will use the information gathered from these surveys to inform future updates to the LEP Plan.

## E. Employee Training

ABQ RIDE incorporates training on the language assistance the department provides into the training that new employees receive. Drivers receive training as new employees before taking on in-service duties. Customer Service Representatives receive training during on-boarding and have reminder cards with the phone number for interpretation and how to access. Through these avenues, these front-line staff will receive training on how to assist riders seeking information in languages other than English.