

# CITY OF ALBUQUERQUE **MENAUL** **REDEVELOPMENT STUDY**

DRAFT SEPTEMBER 2021



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# Chapter 1

# EXECUTIVE SUMMARY



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## 1.1 INTRODUCTION

The Menaul Redevelopment Study is intended to document existing conditions that may be contributing to a lack of investment and disinvestment within the area of Albuquerque bounded by Candelaria Road to the north, Interstate 40 to the south, San Mateo Boulevard to the east, and Interstate 25 to the west. The study focuses on the non-residential properties and issues related to vacant buildings and properties, deteriorated conditions and crime, changing retail trends, and multi-modal transportation systems. The study does not include an analysis of the low density residential area between Menaul Boulevard and Candelaria Road, east of San Mateo Boulevard.

The consultant, Consensus Planning, was tasked by City Council Services with documenting and making a determination of whether any of the following potential conditions are present within the study area and have deteriorated to the point of blight as defined in the New Mexico Redevelopment Code:

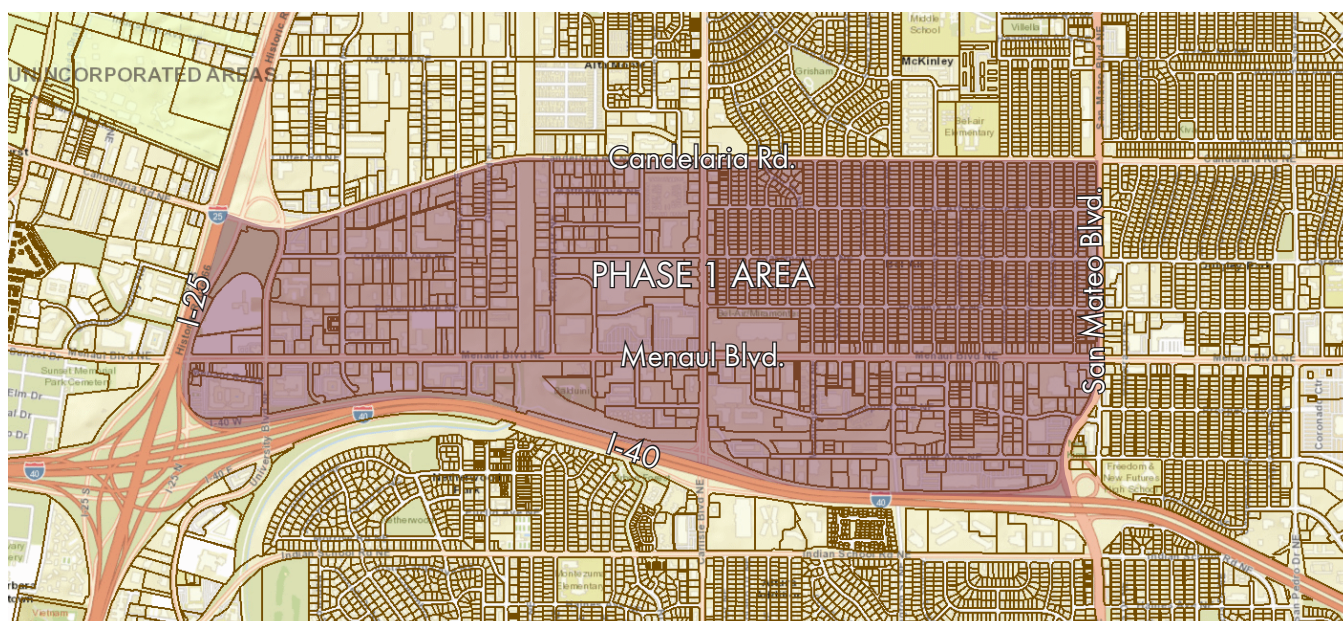
- ◀ Deteriorated structures;
- ◀ Defective street layout;
- ◀ Faulty lot layout;
- ◀ Unsanitary or unsafe conditions;
- ◀ Deterioration of site improvements;
- ◀ Tax or special assessment delinquency;
- ◀ Improper subdivision;
- ◀ Lack of adequate housing;
- ◀ Impractical planning and platting; or

- ◀ Low levels of commercial or industrial activity; or redevelopment.

### PROJECT PHASES

This report documents Phase 1 of the Menaul Redevelopment Study. Tasks completed under Phase 1 included data research and analysis, documentation of existing conditions within the study area, development and distribution of a business owner survey, real estate market research, and the development of recommendations for subsequent phases of the project. A determination will be made by City Councilor Diane Gibson and City Council Services regarding whether the study provides the support needed for designating a Metropolitan Redevelopment Area (MRA), as defined by the New Mexico Metropolitan Redevelopment Code, for all or part of the study area. The recommendations contained in this report cover a wide range of issues that can be addressed by direct City action and those that would benefit from redevelopment under a public/private partnership.

If determined to be warranted, Phase 2 of the Menaul Redevelopment Area Study will include a report that geographically defines an area that is appropriate for designation as an MRA, public outreach, and approval by the Albuquerque Development Commission and the Albuquerque City Council. The third and final phase will include the creation of an MRA Plan that will identify opportunities for public and private partnerships and investment to improve the MRA.



## 1.2 PUBLIC PARTICIPATION

Consensus Planning developed a business owner survey that asked participants to provide input on issues affecting the study area and their business. The survey was advertised on a postcard that was mailed to every physical business address in the study area. The postcards also contained information about the online public meeting held on May 20, 2021.

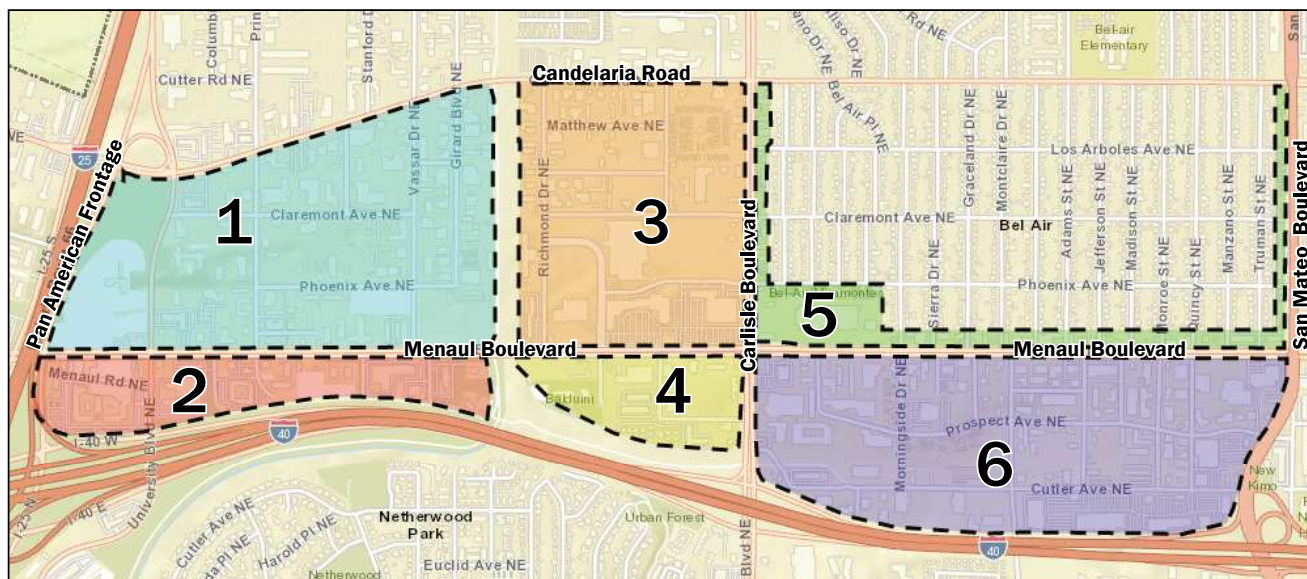
### BUSINESS OWNER SURVEY

The Business Owner Survey was open on Survey Monkey from April 26th to June 10, 2021. The Project Team created a postcard (subsequently mailed out by City Council Services) that contained the web link and a QR Code for direct access to the survey online. Highlights from the Business Owner Survey are detailed below. The full results of the survey results is provided in Appendix A.

- ◆ The profile of the participants in the Business Owner Survey showed 68% were male; 52% were between the ages of 25 to 49; 46% attained "some college/associate degree/vocational certificate"; and 67% had an annual household income of \$75,000 and over.
- ◆ Of the 45 businesses owners that took the survey, 89% said they operate a business within the study area and 11% said they lease a commercial property.
- ◆ When asked to locate their businesses on a map of the Menaul Redevelopment Study Area

(see *Business Owner Survey map below*), the two highest numbers of respondents said they owned a business in Area 1 (36%) and Area 6 (30%).

- ◆ The three most common responses to describing respondents' businesses were retail store - 20%; hotel or motel - 18%; and commercial service - 11%.
- ◆ Nearly half (47%) of the survey respondents have been in business for more than 10 years, 29% for 1 to 5 years, and 24% for 6 to 10 years.
- ◆ An equal percentage of respondents (24%) had 0 to 5 employees, 6 to 10 employees, and 11 to 20 employees.
- ◆ When asked what the primary benefits are of having a business in the study area, the majority of respondents cited proximity to Interstate 25 and Interstate 40 - 80% and location/visibility - 60%.
- ◆ Respondents rated the business climate in the study area as good - 49%; fair - 29%; and poor - 18%.
- ◆ Business owners indicated that they primarily market their businesses through word of mouth (64%) and social media (56%).
- ◆ Choosing from twelve options, the participants were asked to indicate the types of new businesses they would like to see added or expanded in the study area. The three most common responses were more sit-down



*Business Owner Survey map.*



restaurants - 72%; more retail stores - 56%; and more breweries, distilleries, or tap rooms - 51%.

- ◀ When asked to rate ten different aspects of the study area's physical environment from excellent to poor, those that generated the most "poor" ratings were bike lanes - 42%; visual attractiveness - 36%; and lighting - 36%. Those aspects that generated the most "good" ratings were streets - 44%; building condition - 40%; and parking - 39%.
- ◀ Participants were then asked how many out of a list of eight issues were present in the study area and then rate them relative to the level of improvement needed. The three issues most commonly identified as needing significant improvement were transients/homelessness - 93%; vandalism/property crime - 80%; and litter/trash - 55%. Those issues needing some improvement included street conditions - 70%; vacant/abandoned buildings - 65%; and building condition - 63%.
- ◀ Asked to identify the top three improvements the City should focus on out of nine possible improvements, the overwhelming priority was crime prevention - 98%, followed by lighting - 60%; and graffiti removal - 38%.



The Range Cafe on Menaul Boulevard closed in June 2020 after 17 years in this location.



La Quinta Hotel on Menaul Boulevard has been experiencing a high level of loitering, vandalism, and crime.

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## BUSINESS OWNER MEETINGS

### MAY 20, 2021

A public meeting specifically geared towards business owners was hosted by the City and Consensus Planning on May 20, 2021. Councilor Diane Gibson opened the online meeting by stating the purpose and the reasons for the study and introducing the Project Team. Jackie Fishman presented the research and an evaluation of the area conducted by Consensus Planning. The presentation included a business analysis with types of businesses and number of employees, results of the Business Owner Survey to date, and an inventory of existing conditions with maps showing land use, zoning, transit facilities, and bike facilities.

For the second part of the meeting, participants participated in a Strengths Weaknesses Opportunities Threats (SWOT) analysis discussion. The SWOT analysis is provided on page 5.

### XXXX, 2021

Summary of second public meeting will be added



## S

## STRENGTHS

- I-40 and I-25 make this a convenient location to stay for motorists
- Because Lomas is underserved for hotels, this is a popular place to stay
- University Hospital proximity for hotel guests
- Area is a showcase for people coming to Albuquerque
- Crown Plaza attracts visitors to the area
- Access to the area by the freeways is good
- Menaul is an efficient form of travel and alternative to the freeway
- Diversity of businesses, good mix of uses, upgrades to medians
- Good 1/2 mile visibility of the area from freeway
- New tenants including the Maverik gas station
- New construction and face-lifts on buildings
- Lighting for La Quinta parcel is good
- Median landscaping
- Closure of the park by La Quinta and I-40

## W

## WEAKNESSES

- High crime rate
- High cost of doing business in the area due to crime
- Issues with homelessness
- Customers feel unsafe due to carjackings and stolen vehicles
- Outdoor environment is unclean due to homeless
- Frequent trespassing into buildings
- Lack of police department resources and enforcement
- Long police department response times
- Concerns about safety for business owners, staff, and guests/customers
- Parking lots can be dangerous
- Fences are broken through often and are expensive to repair
- Business owners spend their own money to prevent crimes
- Some sidewalks in the area in disrepair
- Vacant buildings that have been vacant for many years
- Vacant buildings at southwest corner of University and Menaul
- Truck stop north of Menaul brings in transients, drug use, and prostitution
- Break-ins and drug use during burglaries
- Lack of businesses open at night creates safety issues
- Vandals damaging properties at night
- Lack of lighting from Menaul to Quincy
- Problem area in comparison to other parts of Albuquerque
- Abuse and vandalism of bus shelters

## O

## OPPORTUNITIES

- Bring new businesses to vacant spaces
- Change the way we deal with crime and overarching policy
- Create a police substation in the area (Village Inn property potential location)
- Add proactive police work in the area
- Beautification incentive for the area
- Subsidy for building face-lifts, providing your own site-safety mechanisms
- Having community events
- Renewing a sense of pride for the area
- More bikeability, connection to the 50-mile bike loop from UNM North Golf Course
- Make area more walkable; more trails and better sidewalks
- Midtown Business Coalition as an agent for change
- Meet ups to walk around and pick up trash
- Revitalize and redesign bus stops (panic buttons, increase safety, etc.)
- Having tourists return to the area
- Interstates as drivers for new visitors to the area

## T

## THREATS

- Businesses leaving the area due to crime
- General disinvestment
- Long time property owners selling and leaving the area
- Hotel raids and criminal activity putting other businesses in danger
- Threat to personal safety for business owners, employees, and guests/customers
- Close to the tipping point of disinvestment

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## Chapter 2

# EXISTING CONDITIONS

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## 2.1 PLANNING CONTEXT

The study area is centrally located within Albuquerque. It falls within the Mid-Heights Community Planning Area as designated by the Albuquerque/Bernalillo County Comprehensive Plan (Comprehensive Plan). The Comprehensive Plan provides several planning designations, described below, that are relevant to development and redevelopment activities. These designations influence development standards as articulated in the City's Integrated Development Ordinance (IDO).

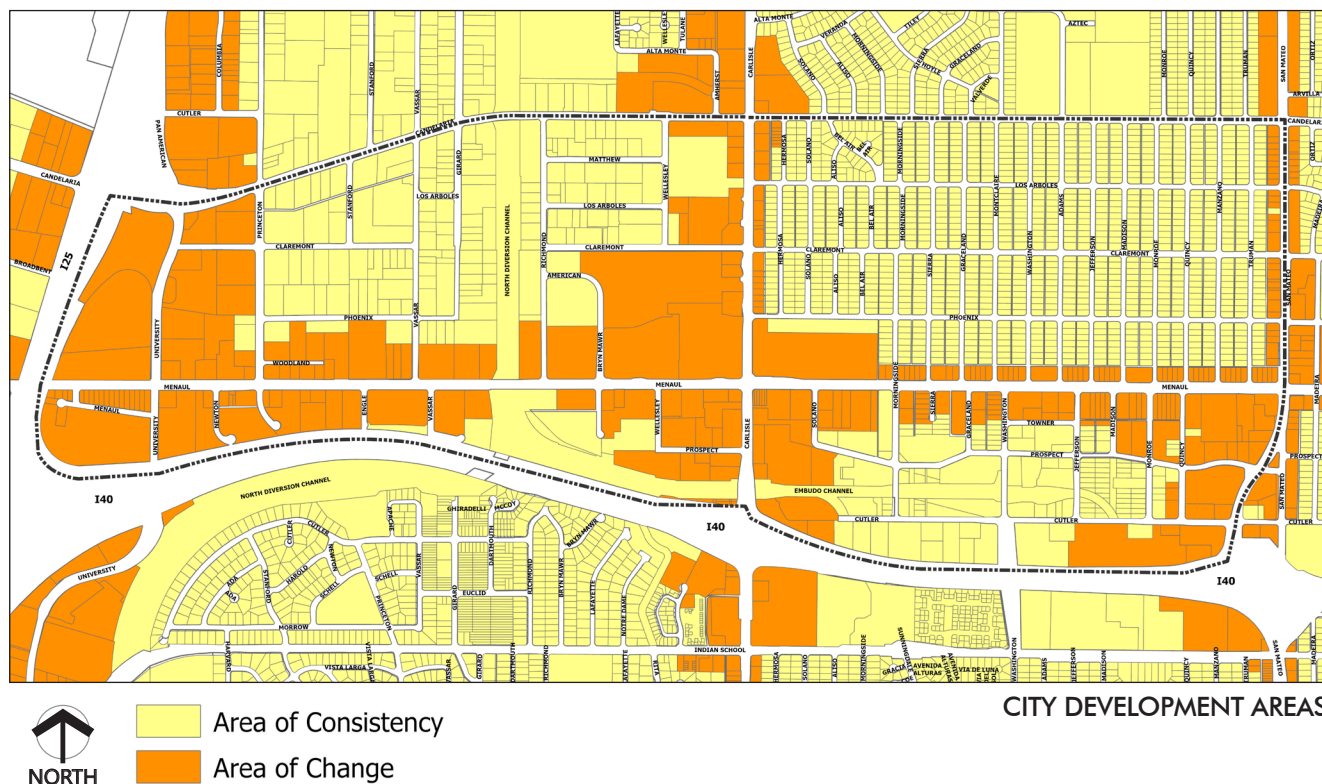
### CITY DEVELOPMENT AREAS

The Comprehensive Plan identifies two types of City Development Areas; Areas of Change and Areas of Consistency. Areas of Change are those locations where growth is encouraged and best served with transit and other infrastructure. Areas of Consistency are the locations where development should be designed to reinforce the character, scale and intensity of surrounding neighborhoods or non-residential development. Both types of Development Areas influence a variety of regulations contained in the IDO, including development standards, deviations to development standards, site

plan amendment thresholds, and zoning map amendments, amongst others. There are also regulations that specifically address when Areas of Change are abutting Areas of Consistency.

Comprehensive Plan Centers and Corridors are mapped as Areas of Change (see *City Development Areas map below*). Within the study area, this includes nearly all parcels along each of the major corridors, the areas located from Interstate 25 east to Princeton Drive, south of Menaul Boulevard from Quincy Street east to San Mateo Boulevard, and the Pavilions at San Mateo shopping center from Jefferson Street east to San Mateo Boulevard.

Areas of Consistency are designated on a portion of the area between the North Diversion Channel and San Mateo Boulevard south of Menaul Boulevard, and the industrial area north of Menaul Boulevard between University Boulevard and the North Diversion Channel. The low density residential neighborhood northeast of Menaul Boulevard and Carlisle Boulevard is also an Area of Consistency.



## ACTIVITY CENTERS

Activity Centers are designated by the Comprehensive Plan throughout the City. These are areas intended for higher density residential and commercial development that are accessible within a 20-minute walk or short bike ride. Activity Centers are identified as either existing or developing based on the development pattern in the area. The IDO contains specific regulations addressing Activity Centers; for example, it allows for a 20% reduction in required parking for new development.

The study area contains one Activity Center; American Square Activity Center located at the intersection of Menaul Boulevard and Carlisle Boulevard. American Square is designated as an existing Activity Center and is located within an Area of Change. These Comprehensive Plan designations are intended to help draw new development that will enhance the existing commercial activity at American Square.

## COMPREHENSIVE PLAN CORRIDORS

The Comprehensive Plan designates a network of significant corridors intended to balance street connectivity and ensure access to Activity Centers. Each of the five corridor types represents a different mix of transportation and land uses, and has a specific set of objectives and policies. There are a number of different corridors designated within the study area, including:

- ◀ Commuter Corridors - Interstate 25 and Interstate 40;
- ◀ Multi-Modal Corridor - Menaul Boulevard;
- ◀ Premium Transit Corridor - University Boulevard; and
- ◀ Major Transit Corridor - Carlisle and San Mateo Boulevards.

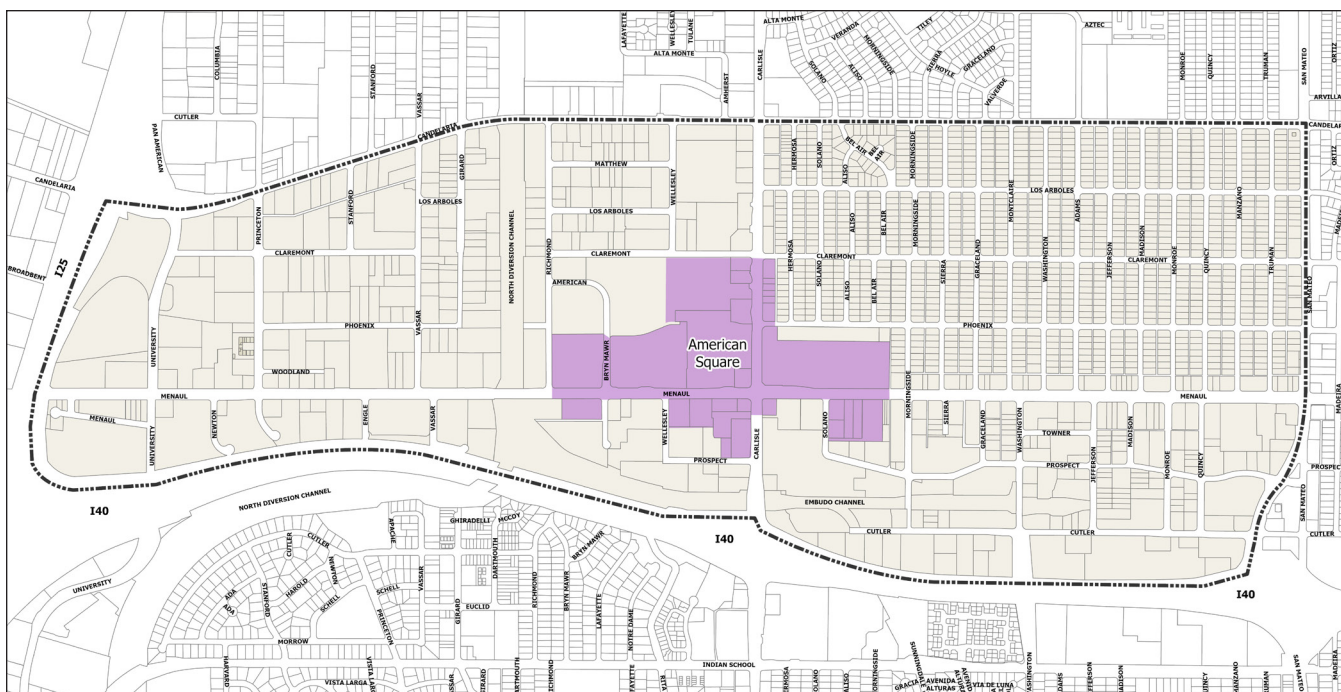
Commuter Corridors prioritize high-speed vehicular travel across Albuquerque, while Multi-Modal Corridors are intended to encourage the redevelopment of former auto-oriented commercial areas to mixed-use, pedestrian friendly environments that have multi-modal transit options. Premium Transit and Major Transit Corridors are both high-frequency transit corridors that have been highlighted below due to their significance in both the Comprehensive Plan and IDO.

## Premium Transit Corridors

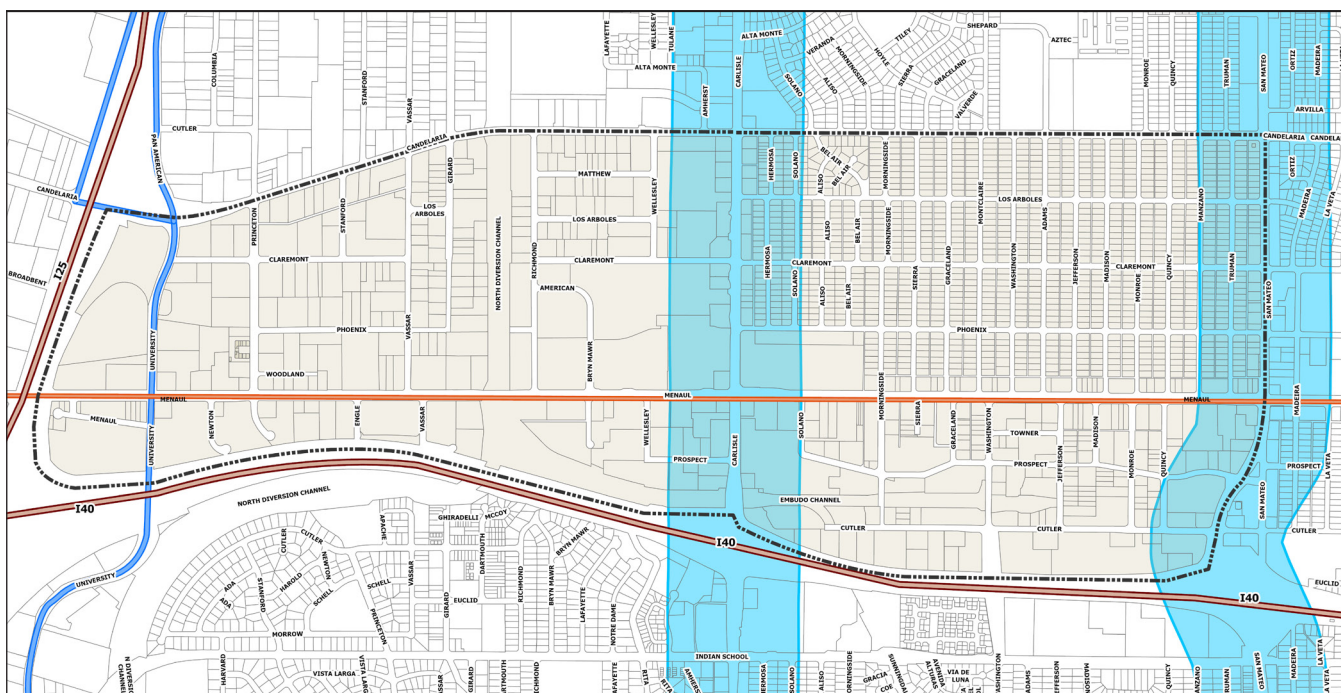
University Boulevard is designated as a Premium Transit Corridor; however, there are no Premium Transit Station Areas within the study area at this time. Premium Transit Corridors are intended to be served by high-frequency public transit, as well as transit-oriented and mixed-use development with walking connections to transit stations. A Premium Transit Area classification applies to lots within 660 feet in any direction of a transit station with a service of 15 minutes or greater on a Premium Transit Corridor. The Premium Transit Area designation primarily impacts development standards for mixed-use and non-residential zones; however, until stations are constructed and in place for the Premium Transit lines, these IDO standards will not apply.

## Major Transit Corridors

The study area contains two Major Transit Corridors; one is along Carlisle Boulevard and the other is along San Mateo Boulevard. Major Transit Corridors are intended to be served by high-frequency and local transportation options, and to prioritize transit efficiency. A Major Transit Area classification applies to properties within 660 feet in any direction of the centerline of a Major Transit Corridor. The Major Transit designation impacts ground floor use requirements for residential and mixed-use development in mixed-use zones.



AMERICAN SQUARE ACTIVITY CENTER



COMPREHENSIVE PLAN CORRIDORS



- Major Transit Corridor Areas
- Premium Transit Corridor
- Multi-Modal Corridor
- Commuter Corridor



## 2.2 EXISTING LAND USE

An existing land use survey was conducted to determine the baseline of business activity and the location and extent of vacant land and buildings that may be contributing to blight and disinvestment in the study area. Residential development is not the focus of this study; therefore, the large low density residential area north of Menaul Boulevard and east of Carlisle Boulevard has been excluded from this analysis.

### METHODOLOGY

The existing land use within the study area was determined through a windshield survey conducted by Consensus Planning on May 6-7, 2021. Parcel level observations were crosschecked with the City's ArcGIS data and reported business information from Google Maps. Table 2.1 lists the existing land use categories present in the study area and their relative share of the total.

Land Use Category	Acreage	Share
Commercial	295.9	53.8%
Restaurant	17.4	3.2%
Industrial/Manufacturing	119.0	21.6%
Institutional	31.6	5.7%
Office	18.0	3.3%
Multi-Family Residential	9.2	1.7%
Mobile Home Park	14.7	2.7%
Park	3.4	0.6%
Utilities	8.7	1.6%
Vacant Building	21.3	3.9%
Vacant Lot	10.6	1.9%
Total	549.8	100.0%

### COMMERCIAL

The dominant land use in the study area is commercial, representing 57.0% of the total area, including commercial and restaurant uses. Commercial development is located throughout the study area with large concentrations along all the major corridors. Restaurant use has been broken out into its own category, representing 3.2% of the study area. Restaurant use is primarily along the major corridors, with the exception of the commercial center at the corner of Cutler Avenue and Washington Street.

### INDUSTRIAL/MANUFACTURING

Industrial/Manufacturing represents 21.6% of the study area, second only to commercial use. It is concentrated north of the commercial properties fronting Menaul Boulevard from University Boulevard to the North Diversion Channel, between Washington Street and Monroe Street, south of the commercial properties fronting Menaul Boulevard, and other scattered sites east of Solano Street. Commercial uses adjacent to these industrial sites are often being used for heavy commercial services. This suggests a relatively high level of compatibility between land uses.

### INSTITUTIONAL

Institutional use represents 5.7% of the study area, primarily located south of Menaul Boulevard, with a few parcels north of Menaul Boulevard in the area between Richmond Street and Carlisle Boulevard. Institutional uses contain various City and County offices, several educational institutions, and a United States Post Office, amongst others.

### OFFICE

Office use is relatively limited, representing only 3.3% of the study area. There is a relatively large area of office use south of Menaul Boulevard, between Princeton Drive and Engle Drive, and on small scattered parcels along Carlisle Boulevard, Richmond Drive, and Cutler Avenue.

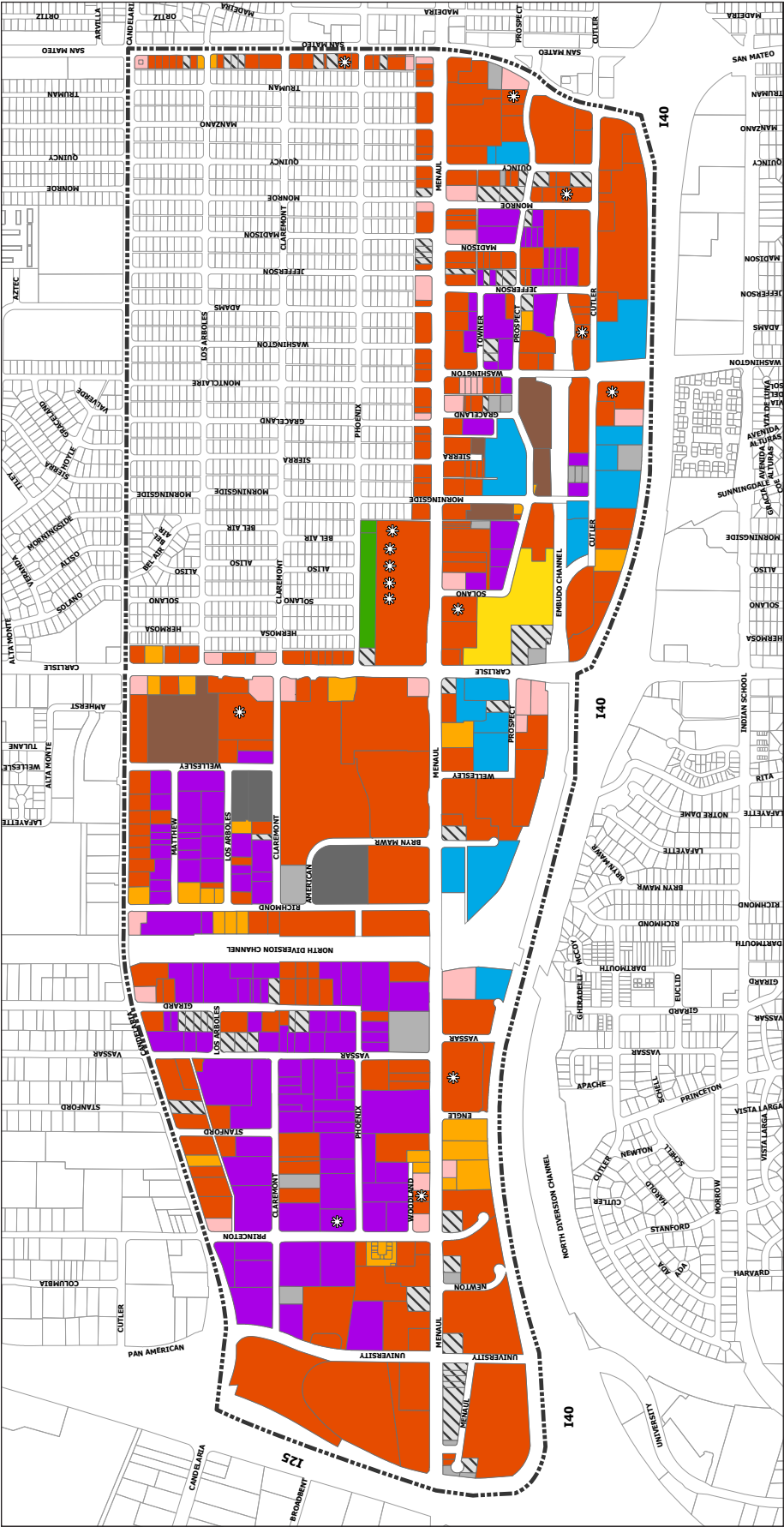
### RESIDENTIAL


Excluding the large low density residential area northeast of Menaul Boulevard and Carlisle Boulevard, there are two areas with residential uses (Mobile Home Park and Multi-family Residential) in the study area. Mobile Home Park represents 2.7% of the study area and is located off Wellesley Drive south of Candelaria Road, off Prospect Avenue north of the Embudo Channel, along Morningside Drive south of Menaul Boulevard, and off Sierra Drive south of Menaul Boulevard. Multi-family housing makes up 1.7% of the study area and is located off Carlisle Boulevard on the block south of Menaul Boulevard.

### PARK

Park use is limited in the study area, representing only .6%. The includes Bel-Air Park located east of Carlisle Boulevard along Phoenix Avenue.







NORTH

Commercial

Restaurant

Industrial/Manufacturing

Institutional

Office

Multi-Family Residential

Mobile Home Park

Park

Utilities

Vacant Lot

Vacant Building

Vacant Tenant Space

### EXISTING LAND USE

#### Menaul Redevelopment Study

## VACANT BUILDINGS and VACANT LOTS

Vacant buildings and vacant lots comprise 3.9% and 1.9%, respectively, for a total of 5.8% vacancy in the study area. While this is not a particularly high level of vacancy, these sites are concentrated in a high visibility area along Menaul Boulevard between Interstate 25 and Bryn Mawr Place. This includes the now closed Little Anita's restaurant at the southeast corner of University Boulevard and Menaul Boulevard, Village Inn restaurant on the north side of Menaul Boulevard, east of University Boulevard, and the Range Cafe on the south side of Menaul Boulevard at Princeton Drive. There are also five vacant spaces and buildings in the Gateway Center at the northeast corner of Menaul Boulevard and Carlisle Boulevard. Vacant industrial buildings are located more interior to the study area, off the main corridors.

## UTILITIES

The study area contains two public utility sites between Richmond Drive and Carlisle Boulevard, north of Menaul Boulevard. The Public Service Company of New Mexico (PNM) uses the property at the southern corner of Richmond Drive and American Drive as the Richmond Switching Station. Additionally, the City's Santa Barbara Pump Station is located at Wellesley Street and Claremont Avenue.

## 2.3 EXISTING ZONING

Existing zoning within the study area is dominated by three zones, NR-LM, NR-C, and MX-M, and several other categories that make up a small portion of the study area. Land use and zoning are generally well matched in the study area, with the exception of a Mobile Home Park zoned NR-C, which renders it non-conforming.

## INDUSTRIAL ZONES

The largest overall zoning category and only industrial zone in the study area is NR-LM, representing 30.4% of the study area. The NR-LM zone is the dominant zoning designation west of the North Diversion Channel north of Menaul

Boulevard. There is another large area of NR-LM east of University Boulevard and south of Menaul Boulevard. There are no NR-LM zoned properties east of the North Diversion Channel within the study area.

## COMMERCIAL ZONES

There is one commercial zone in the study area, NR-C, which comprises 29.0% of the study area. The area south of Menaul Boulevard, between University Boulevard and North Diversion Channel is entirely zoned NR-C. NR-C zoned properties are also concentrated south of the properties fronting Menaul Boulevard from Carlisle Boulevard to Quincy Street, and in a contiguous area along Richmond Street from Menaul Boulevard to Candelaria Road, and from the north side of Claremont Street to Candelaria Road between Richmond Street and Wellesley Street.

## MIXED-USE ZONES

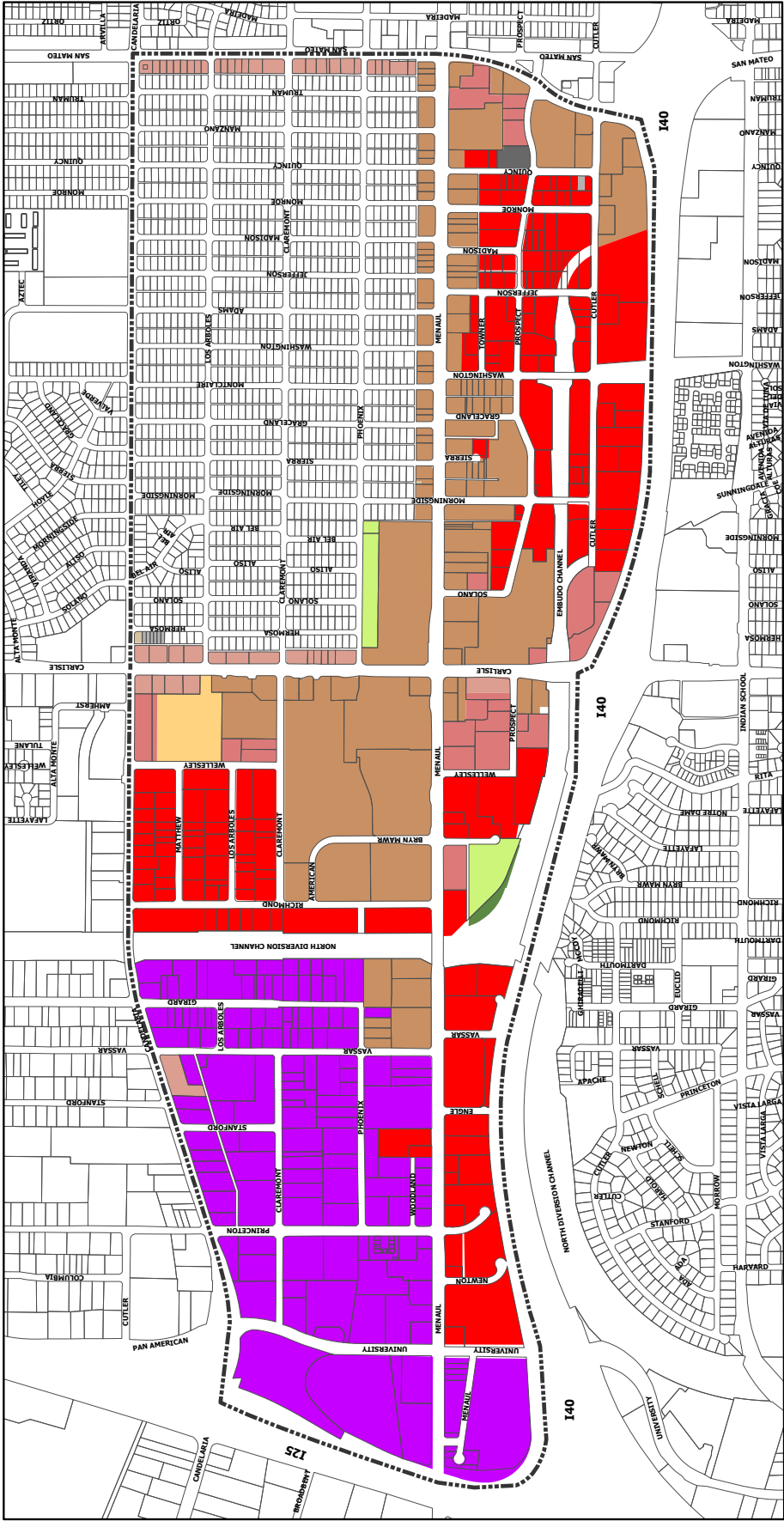
There are three mixed-use zones in the study area. The largest mixed-use zone at 29.0% is MX-M, which is concentrated along both sides of Menaul Boulevard from the North Diversion Channel east to San Mateo Boulevard, between Carlisle Boulevard and Richmond Avenue, and along San Mateo Boulevard south of Menaul Boulevard. There is also a relatively large area of MX-M along the west side of the North Diversion Channel and north of Menaul Boulevard.

The other mixed-use zones in the study area include MX-H (4.9%), MX-L (3.0%), and MX-T (less than .2%).

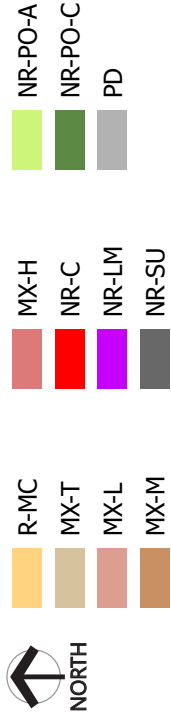
**TABLE 2.1: EXISTING ZONING**

Zoning Category	Acres	Share
MX-H, Mixed-Use-High Intensity	26.9	4.9%
MX-M, Mixed Use-Medium Intensity	161.0	29.0%
MX-L, Mixed Use-Low Intensity	16.3	3.0%
NR-LM, Non-Residential-Light Manufacturing	167.0	30.4%
NR-C, Non-Residential-Commercial	160.0	29.0%
NR-PO-A, Non-Residential-City-Owned or Managed Public Parks	7.5	1.4%
NR-PO-C, Non-Residential-Non-City Parks and Open Space	1.0	0.2%
NR-SU, Non-Residential, Sensitive Use	1.2	0.2%
R-MC, Residential, Manufactured Home Community	7.9	1.4%
Planned Development (PD)	0.6	0.1%

*\*There is one small parcel of MX-T (0.2 acres) making that category statistically insignificant.*



EXISTING ZONING  
Menaul Redevelopment Study





MX-L zoned properties are generally located in strips along Carlisle Boulevard and San Mateo Boulevard. MX-H zoned properties are in larger nodes close to Menaul Boulevard and Carlisle Boulevard, west of San Mateo Boulevard, and along Cutler Avenue.

## PARK ZONES

The study area contains two park zoning classifications, NR-PO-A (1.4%) and NR-POC-C (.2%). Bel-Air Park and the Lobo Little League fields east of the North Diversion Channel are City-owned parks zoned NR-PO-A. A small area abutting the east side of the North Diversion Channel is designated NR-POC-C.

## OTHER ZONES

Other zones present in the study area are R-MC (1.3%) on a parcel located between Wellesley Street and Carlisle Boulevard north of Claremont Street, PD (.1%) on a parcel located north of Cutler Avenue on Quincy Street, and NR-SU (.2%) on a parcel located at the corner of Quincy Street and Prospect Avenue that contains a Fire Department Station.

## 2.4 PHYSICAL CONDITIONS

### TRANSIT SYSTEM

The transportation corridors previously identified in this report are based on existing and proposed transit connectivity throughout the City. The study area is relatively well-served by transit due to its central location and proximity to the University of New Mexico and major employment centers in the metro area. The bus routes serving the study area are highlighted below.

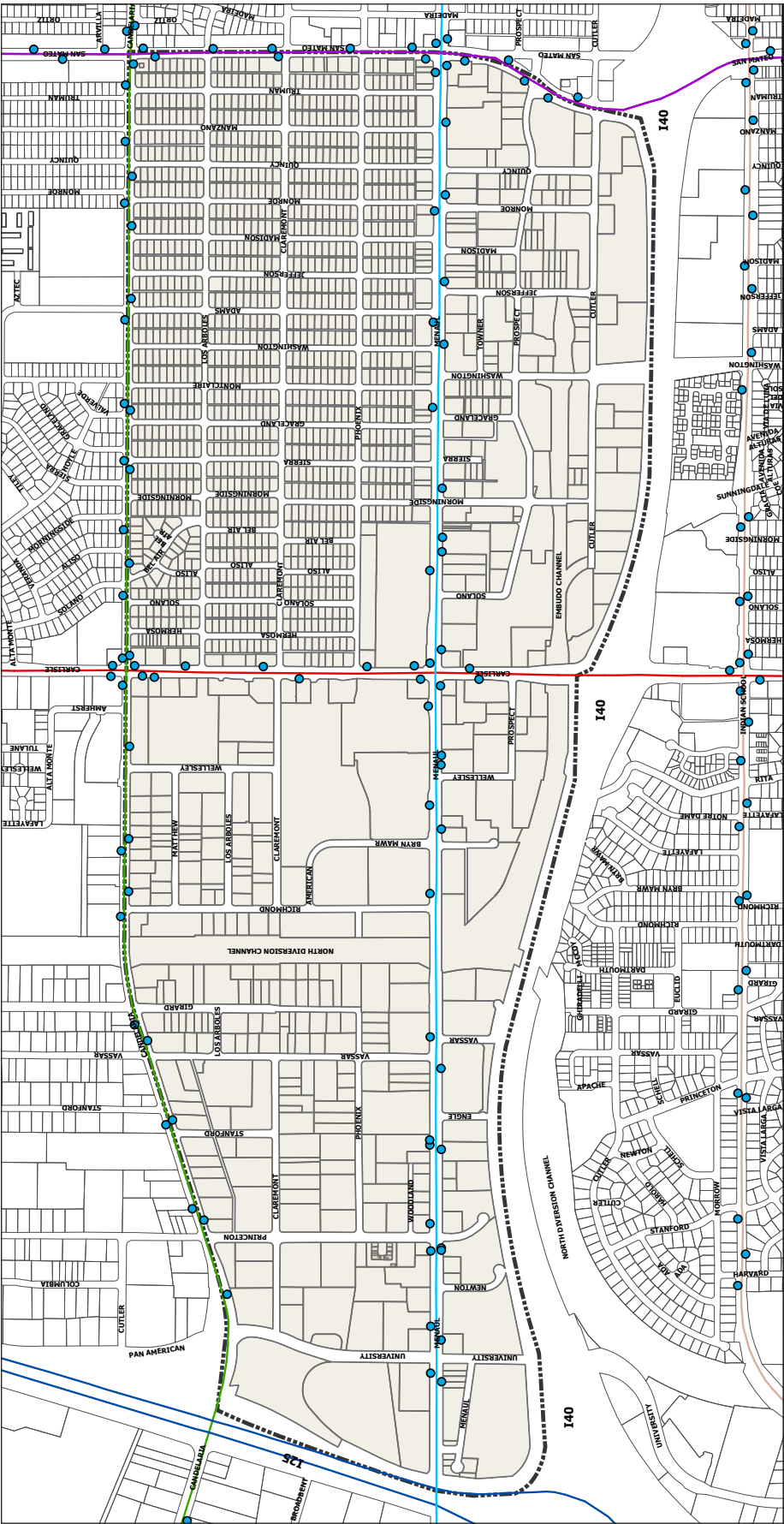
- ◀ Montgomery-Carlisle (Bus Route 5): Runs along Carlisle Boulevard every 25 minutes on weekdays and every 40 and 65 minutes on Saturdays and Sundays, respectively
- ◀ Candelaria Commuter (Bus Route 7): Runs along Candelaria Road every 30 minutes on Monday through Friday
- ◀ Menaul (Bus Route 8): Runs along Menaul Boulevard every 20 minutes on weekdays and every 30 minutes on weekends
- ◀ Academy Commuter (Bus Route 93): Runs along Interstate 25 to Interstate 40 every 60 minutes Monday through Friday



*Bus shelter along Menaul Boulevard that is typically occupied by non-transit users.*

- ◀ San Mateo / Jefferson (Bus Route 140): Runs along San Mateo Boulevard every 30 minutes on Monday through Friday
- ◀ San Mateo (Bus Route 141): Runs along San Mateo Boulevard every 30 minutes on Monday through Saturday and every 40 minutes on Sunday

Bus stops in the study area are in varying condition, with some missing adequate signage and those with bus shelters often not being used for their intended purpose. In particular, the bus shelter located on the north side of Menaul Boulevard just east of University Boulevard in front of the Circle K gas station is consistently occupied by non-transit riders and littered with trash, which discourages higher transit usage.



TRANSIT ROUTES  
Menaul Redevelopment Study

- Bus Stop
- Route 93
- Route 140
- Route 141
- Route 142



## OFF-STREET TRAILS and BIKE FACILITIES

The study area is well served by two paved multi-use trails along the North Diversion Channel and the Embudo Channel. These two trails are major components of the City's off-street trail system and provide excellent connectivity and linkages within the study area and to the larger trail system. However, the trails are unlit, rendering them unsafe to navigate at night.

The study area also contains several existing and planned on-street bike facilities that are highlighted below.

- ◀ Bike lanes along a portion of Candelaria Road between University Boulevard and Carlisle Boulevard
- ◀ Bike lanes on Washington Street between Interstate 40 and Menaul Boulevard
- ◀ Planned "Bike Boulevard" on Claremont Avenue between San Mateo Boulevard and Richmond Drive
- ◀ Bike route on Cutler Avenue between Carlisle Boulevard and San Mateo Boulevard
- ◀ Bike route on Prospect Avenue between Washington Street and San Mateo Boulevard
- ◀ Bike routes on Graceland Drive and Montclair Drive between Menaul Boulevard and Candelaria Road



*Substandard street conditions on the north side of Los Arboles Avenue toward Vassar Drive.*

- ◀ Bike routes on Washington Street and Truman Street between Claremont Avenue and Candelaria Road

There is far better north-south connectivity for bike facilities in the study area than east-west, which are lacking. Most notably, bike lanes and routes are lacking along the major corridors of Menaul Boulevard and Candelaria Road, east of Carlisle Boulevard. Addressing this deficiency in east-west connectivity would improve the multi-modal system in the study area.

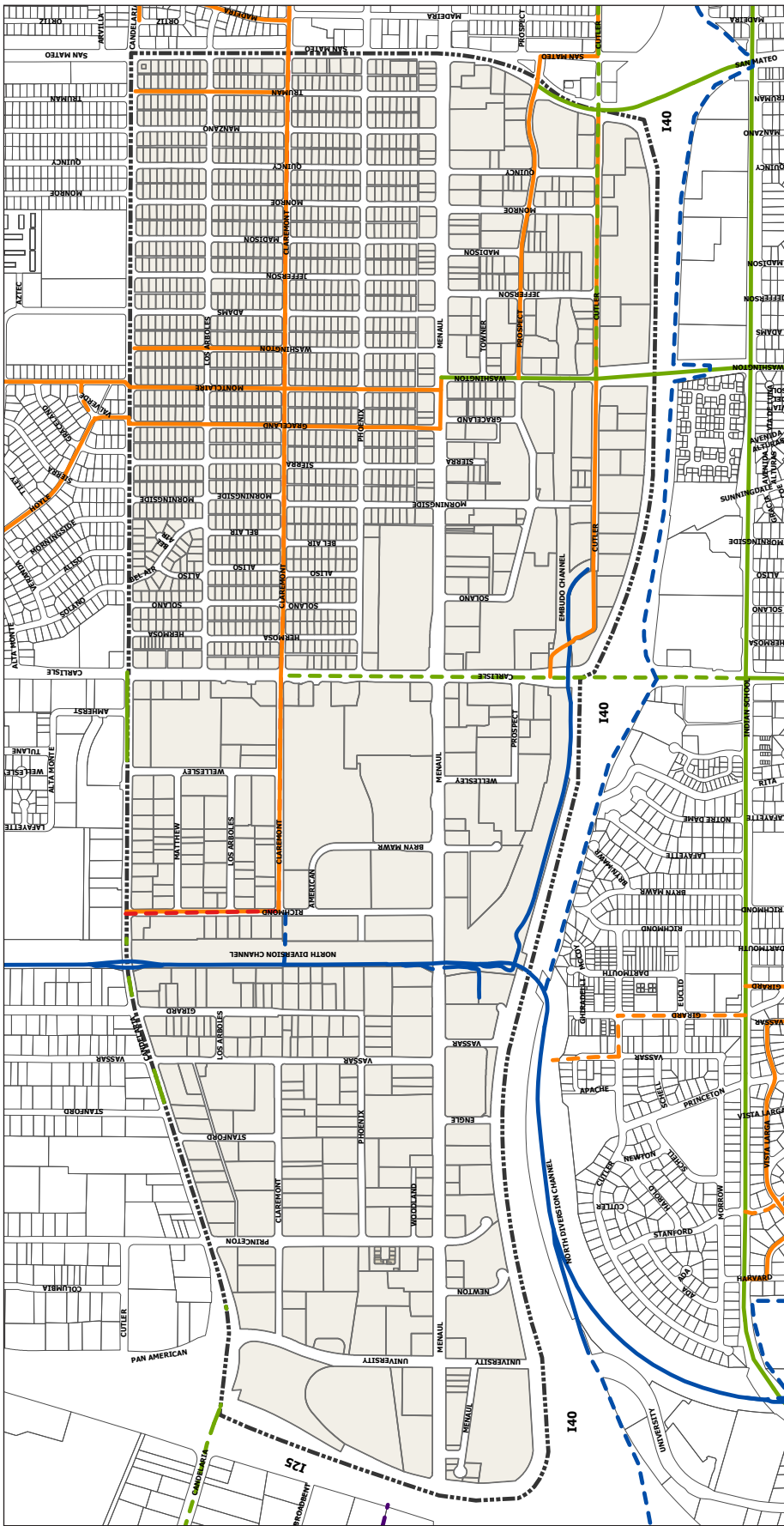
## SIDEWALKS

Sidewalks in the study area are generally in adequate condition, with several new pedestrian ramps at major intersections, such as Carlisle



*North Diversion Channel Multi-Use Bike Trail.*





## BIKE TRAILS

### Menaul Redevelopment Study

- (Proposed) Bike Blvd.
- (Proposed) Bike Lane
- (Proposed) Bike Route
- Paved Multiple Use Trail
- Bike Lane
- Bike Route
- (Proposed) Trail Paved
- (Proposed) Trail Unpaved

and Menaul Boulevards. Sidewalks off the major corridors are generally in navigable condition, but many do not follow current City standards for width, cross slope, or ramps. New development is required to meet current City sidewalk standards along the street frontages of the project. Two good examples of where this has occurred are the Maverik gas station at Menaul and University Boulevards and the Galles car dealership at University Boulevard and Candelaria Road.

While sidewalk connectivity in the study area is good overall, there are several problem areas. One example is along Los Arboles Avenue between Vassar Drive and Girard Boulevard where sidewalks are missing and trash dumpsters are sitting at the edge of the street.

## LIGHTING

Based on the comments received from the Business Owner Survey and at the public meeting in regard to lighting, Consensus Planning conducted a second windshield survey to assess general lighting conditions on June 15, 2021 from approximately 8:30 p.m. to 9:30 p.m. The best lighting conditions were found along major thoroughfares, but significant portions of the study area had moderate to poor lighting.

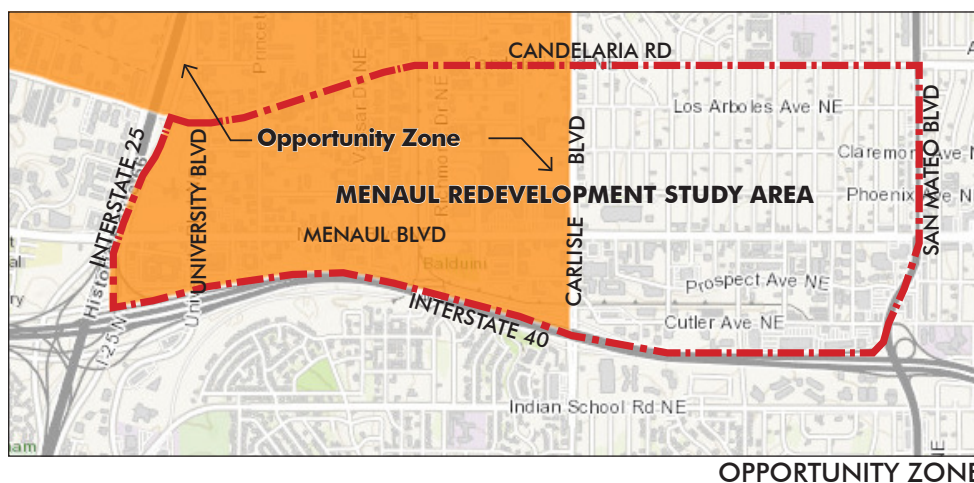
The corridors with the best lighting conditions include Menaul Boulevard from Interstate 25 to San Mateo Boulevard. The public portion of Cutler Avenue west from Washington Boulevard to the Embudo Channel spur. Candelaria Road is not well-lit; the corridor is characterized by dark stretches of roadway mostly lit by the adjacent parking lots of businesses.

The industrial area from Interstate 25 to the North Diversion Channel between Menaul Boulevard and Candelaria Road is generally dark and not well-lit at night. These businesses are generally closed at night and the area is characterized by a low level of pedestrian activity. Additionally, the vacant gas station located at the southwest corner of the Menaul Boulevard and Carlisle Boulevard intersection has no night lighting and is attracting negative activity and unsafe conditions.

## 2.5 OPPORTUNITY ZONE

In 2018, the US Department of the Treasury designated 63 Opportunity Zones in New Mexico. The purpose of the Opportunity Zones is to spur economic growth and job creation in low-income communities while providing tax benefits for investors who invest new capital in businesses operating in Qualified Opportunity Zones. Taxpayers can invest in these zones through Qualified Opportunity Funds (QOF). Once a census tract is designated, it retains the Opportunity Zone tax status for at least ten years.

A portion of the Menaul Redevelopment Area contains an opportunity zone in Census Tract 35001003400 (see graphic below). The Opportunity Zone encompasses the western portion of the study area, with Carlisle Boulevard forming the Opportunity Zone's east edge. The City of Albuquerque and the New Mexico Economic Development Department (NMEDD) offer incentives, such as Local Economic Development Act (LEDA) and the Job Training Incentive Program (JTIP), that can be layered on top of Opportunity Zone investments to increase the successful launch of a new business or support for an existing business.



## Chapter 3

# BUSINESS & RETAIL ANALYSIS



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### 3.1 INTRODUCTION

The business and retail analysis for this report is based on information gathered from Esri Business Analyst software and market data provided by NAI SunVista, a local commercial real estate firm. The analysis identifies the existing business context and the importance of both retail and industrial activity to the study area.

### 3.2 BUSINESS SUMMARY REPORT

The Esri Business Analyst software provides reports on the commercial environment for customized areas. Esri extracts business data from a comprehensive list of businesses and compiles them in the annual Business Summary Report and the Retail Marketplace Profile. These reports provide the background data to understand the business and retail environment and will expose where the study area can improve or draw additional businesses into the area.

The Business Summary Report provides the total number of businesses categorized by NAICS industry codes and the number of employees per business. The 2020 Esri Business Summary Report for the study area showed 727 total businesses that employ 7,572 workers. The six largest industries according to their relative portion of the total businesses in the areas included:

- ◀ Retail Trade (22%)
- ◀ Other Services (11.7%)
- ◀ Construction (8.9%)
- ◀ Wholesale Trade (8.4%)
- ◀ Manufacturing (7.0%)
- ◀ Accommodation & Food Services (6.7%)

A general profile for each of these six industries is provided below:

#### RETAIL TRADE

In 2020, the largest industry in the study area in terms of the number of businesses and the number of employees was the Retail Trade industry. Retail Trade includes establishments engaged in retailing merchandise and rendering services incidental to the sale of merchandise, such as repair and installation. Nearly all of the retailers in the study area are “store retailers” that sell directly out of their physical location rather than “non-store retailers” that sell products through mail order, door-to-door, or temporary locations. Store retailers are reliant on walk in traffic and ease of access for customers.

In 2020, Retail Trade was represented by 160 businesses that employed 1,717 workers, comprising 22% of all businesses in the study area. The Retail Trade industry contains twelve subcategories that are present in the study area. The three largest subcategories include Miscellaneous Store Retailers (3.2%), Furniture and Home Furnishings Stores (2.8%), and Motor Vehicle and Parts Dealers (2.5%).

Miscellaneous Store Retailers include those businesses with unique characteristics, such as florists, pet and pet supply stores, and used merchandise stores. The study area contains several such stores, primarily located along Menaul Boulevard and San Mateo Boulevard, and some along Candelaria Road. Many of these stores are independent small businesses.

Furniture and Home Furnishing Stores are located primarily along Menaul Boulevard. Several furniture



*American Home and the new Starbucks Coffee on the northwest corner of Menaul Boulevard and Carlisle Boulevard.*

**TABLE 3.1: MENAUL REDEVELOPMENT STUDY BUSINESS SUMMARY**

Industry	Businesses	Business %	Employees
Agriculture, Forestry, Fishing & Hunting	3	0.4%	13
Mining	1	0.1%	4
Utilities	0	0.0%	0
Construction	65	8.9%	697
Manufacturing	51	7.0%	481
Wholesale Trade	61	8.4%	863
Retail Trade	160	22.0%	1,717
Motor Vehicle & Parts Dealers	18	2.5%	121
Furniture & Home Furnishings Stores	20	2.8%	394
Electronics & Appliance Stores	11	1.5%	89
Building Material & Garden Equipment & Supplies Dealers	12	1.7%	78
Food & Beverage Stores	14	1.9%	126
Health & Personal Care Stores	16	2.2%	105
Gasoline Stations	3	0.4%	14
Clothing & Clothing Accessories Stores	15	2.1%	160
Sport Goods, Hobby, Book, & Music Stores	15	2.1%	106
General Merchandise Stores	8	1.1%	297
Miscellaneous Store Retailers	23	3.2%	217
Non-store Retailers	5	0.7%	9
Transportation & Warehousing	10	1.4%	164
Information	12	1.7%	106
Finance & Insurance	23	3.2%	243
Central Bank/Credit Intermediation & Related Activities	7	1.0%	159
Securities, Commodity Contracts & Other Financial	3	0.4%	5
Insurance Carriers & Related Activities; Funds, Trusts & Estates	13	1.8%	79
Real Estate, Rental & Leasing	23	3.2%	90
Professional, Scientific & Tech Services	53	7.3%	340
Legal Services	8	1.1%	47
Management of Companies & Enterprises	0	0.0%	0
Administrative & Support & Waste Management & Remediation	24	3.3%	379
Educational Services	13	1.8%	185
Health Care & Social Assistance	34	4.7%	508
Arts, Entertainment & Recreation	18	2.5%	181
Accommodation & Food Services	49	6.7%	864
Accommodation	11	1.5%	231
Food Services & Drinking Places	38	5.2%	634
Other Services (except Public Administration)	85	11.7%	489
Automotive Repair & Maintenance	26	3.6%	154
Public Administration	10	1.4%	218
Unclassified Establishments	32	4.4%	29
<b>Total</b>	<b>727</b>	<b>100%</b>	<b>7,572</b>

Esri Business Analyst, Business Summary Report, 2020.

retailers are clustered near Carlisle Boulevard and Menaul Boulevard in the American Square Shopping Mall, Furniture Row, and the Gateway Center Shopping Mall.

Motor Vehicle and Parts Dealers are scattered throughout the study area. The largest of these is the Galles Chevrolet Car Dealership, which relocated to the southwest corner of University Boulevard and Candelaria Road in 2018. Several participants at the first public meeting commented that this development was a sign of improvement in the study area.

## OTHER SERVICES

In 2020, the second largest industry in the study area was “Other Services”. This category includes a diverse group of commercial services, such as equipment and machinery repairing, dry cleaning and laundry services, death care services, pet care services, personal care services, photofinishing services, temporary parking, and dating services. There were 85 businesses under this category, representing 11.7% of businesses and 489 employees in the study area. Of those, Auto Repair and Maintenance was the largest sub-category with 26 businesses representing 3.6% of the total.

The size of the “Other Services” industry points to the diversity of commercial development present in the study area. The study area contains several unique commercial service businesses that draw customers from around the City.

## CONSTRUCTION

In 2020, Construction comprised 8.9% of the total businesses in the study area, with 65 businesses and 697 employees. Construction businesses are clustered in the area west of Carlisle Boulevard

between Menaul Boulevard and Candelaria Road west of the Walmart Supercenter. The area contains several large construction yards and associated office spaces.

## WHOLESALE TRADE

Wholesale Trade comprised 8.4% of the total businesses in the study area, with 61 businesses and 863 employees. This category includes businesses that are engaged in wholesaling merchandise, generally without transformation, and rendering services incidental to the sale of merchandise. Wholesalers typically operate from a warehouse or office and sell products for resale, capital or durable non-consumer goods, or raw and intermediate materials used in production.

Wholesale Trade businesses are located throughout the study area off the major corridors. The larger wholesalers are located west of Carlisle Boulevard, near similar heavy commercial and industrial businesses. Smaller wholesalers, such as used appliance and restaurant equipment wholesalers, are primarily between the North Diversion Channel and Carlisle Boulevard, between Candelaria Road and Interstate 40. There are several vacant buildings that are suitable for wholesale businesses located in these areas as well.

## MANUFACTURING

Manufacturing comprised 7.0% of the businesses in the study area, with 51 businesses and 481 employees. The Manufacturing sector comprises establishments engaged in the mechanical, physical, or chemical transformation of materials, substances, or components into new products.

A variety of medium and small-scale manufacturing businesses are located west of Carlisle Boulevard,



*Pueblo Fruits wholesale fruit distributor.*





*Ayala Cabinets on Prospect Avenue, an example of a small-scale manufacturing business.*

between Candelaria Road and Menaul Boulevard, and east of Carlisle Boulevard. The Manufacturing sector consists of a variety of trades, including manufacturers of commercial doors, cabinets, graphics, signs, and memorial head stones.

### ACCOMMODATION and FOOD SERVICES

In 2020, the Accommodation and Food Services industry comprised 6.7% of total businesses in the study area; 11 in Accommodation (1.5%) and 38 in Food Services and Drinking Places (5.2%). This industry employed the second largest group of workers, with 231 employed in Accommodations and 634 in Food Services and Drinking Places.

Accommodation and Food Services draw in customers from around the City and travelers from Interstate 25 and Interstate 40. The study area contains several hotels, which are included under the Accommodation industry. There are seven hotels located west of the North Diversion Channel, including a cluster near University Boulevard and Menaul Boulevard, and four hotels located to the east of the North Diversion Channel near the Carlisle Boulevard exit off Interstate 40.

Restaurants are located along the main corridors, particularly along Menaul Boulevard. They mostly consist of fast food establishments with drive-through service windows and casual sit down restaurants. Several casual sit-down restaurants (i.e. the Range Cafe, Village Inn, and Little Anita's) near Menaul Boulevard and University Boulevard are closed and were identified in the Business Owner Survey and at the public meeting as nuisance properties that are attracting homeless people and vandalism.



*Now closed Little Anitas at University and Menaul Boulevards.*



*Stripes Burrito Co., a relatively new redevelopment project on the south side of Menaul Boulevard.*

## 3.3 RETAIL MARKETPLACE PROFILE

Esri Business Analyst utilizes private data sources and the US Census of Retail Trade and Consumer Expenditure Surveys to create the Retail Marketplace Profile on a semi-annual basis. This source provides area specific reports for overall total retail sales and delineates total sales for industries in Retail Trade and Food and Drink. The latest profile available at the time of this report contained data from 2017.

In 2017, total retail sales in the study area were approximately \$382 million. Total sales for Retail Trade industries were approximately \$337 million and the total Food and Drink sales were \$45.1 million. The scale of these sales figures demonstrates the importance of the study area as a major contributor to Albuquerque's economy.

Table 3.2 presents retail sales by industry in the study area. The largest category of retail sales in the study area was General Merchandise Stores at \$71.6 million, which points to the strong retail draw of the Walmart Supercenter on Carlisle Boulevard. Gasoline Stations provided the second largest retail sales at approximately \$57.8 million, followed by Motor Vehicle and Parts Dealers at approximately



**TABLE 3.2: RETAIL MARKETPLACE PROFILE**

Industry	Retail Sales
Motor Vehicle & Parts Dealers	\$46,071,404
Furniture & Home Furnishing Stores	\$30,609,925
Electronics & Appliance Stores	\$7,051,654
Building Materials, Garden Equipment & Supply	\$16,665,274
Food & Beverage Stores	\$13,268,112
Health & Personal Care Stores	\$26,894,991
Gasoline Stations	\$57,871,300
Clothing & Clothing Accessories Stores	\$22,319,693
Sporting Goods, Hobby, Book and Music	\$19,073,586
General Merchandise Stores	\$71,662,587
Miscellaneous Store Retailers	\$22,984,473
Non-Store Retailers	\$2,123,039
Food Services & Drinking Places	\$45,108,848
<b>Total Retail, Food Services, and Drinking Places</b>	<b>\$381,704,886</b>

*Esri Business Analyst, Retail Marketplace Profile, 2017.*

\$46.0 million. Food Services and Drinking Places generated \$45.1 million, reinforcing the importance of the restaurant industry in the study area.

### 3.4 REAL ESTATE MARKET

While industrial assets in the study area are strong, commercial development along some of the primary corridors are considered by commercial real estate professionals to “lack energy”. Issues associated with crime and homeless persons in the study area affect potential redevelopment and lease of available properties, but likely have a greater negative impact on commercial development, which relies more on walk-in traffic and aesthetic presentation, than industrial development. The real estate market analysis of the retail and industrial industries is based on current market information provided by NAI SunVista.

As previously noted in Chapter 2, Existing Conditions, the study area currently has a 5.8% vacancy rate for vacant buildings and vacant lots, which includes industrial and commercial spaces. According to NAI SunVista, the land cost in the study area is \$14 per square foot.

### RETAIL

Retail activity in the study area is anchored by aging hotels that are not connected to major activity centers and are struggling with an increase in crime and vandalism. Restaurant closures along Menaul Boulevard west of the North Diversion Channel have decreased the number of dining options within walking or short driving distance from the hotels and extended stay properties in this subarea.

The majority of commercial real estate properties in the study area are stand-alone buildings on 1/4-acre properties. The average Retail On-Market cost in the study area is \$142 per square foot with the most available properties located along the north edge of Interstate 40. The average asking lease rate for retail properties is \$14.87 in the North I-25

submarket and \$13.34 in the Northeast Heights submarket, both of which include portions of the study area. These lease rates are well below the average, \$17.75, for the Albuquerque retail submarkets, with the Northeast Heights submarket containing the lowest lease rates of all the submarkets (see Table 3.3).

The Walmart Supercenter on Carlisle Boulevard, east of Menaul Boulevard, and the Walmart

**TABLE 3.3: ALBUQUERQUE RETAIL SUBMARKETS**

Submarket	Average Asking Lease Rate	Average Available Retail (SF)
NORTH I-25*	\$14.87	7,146
NORTHEAST HEIGHTS *	\$13.34	4,848
Cottonwood	\$20.89	7,291
West Mesa	\$16.92	3,013
North Valley	\$17.68	5,054
Downtown	\$16.32	2,620
Southwest Mesa	\$13.64	6,067
University	\$14.19	3,502
Uptown	\$15.35	4,346
Southeast Heights	\$14.45	7,193
Far Northeast Heights	\$15.80	5,165

*Source: NAI SunVista.*

Neighborhood Market on Cutler, west of San Mateo Boulevard, are the two largest retail generators in the study area. The two stores drew in approximately 266,500 and 157,000 customers in the last six months, respectively. The Walmart Supercenter was second in the City only to the Walmart on Coors Bypass NW, which had approximately 269,300 customers during the same time frame. The Walmart Neighborhood Market drew the lowest estimated number of customers shopping at Walmart stores in Albuquerque. While these numbers are impressive, the two Walmart stores are outliers in the study area's retail market.

Although significant retail activity is ongoing in the study area as a whole, commercial activity is heavily influenced by safety and challenges with homeless people. Combining the lack of ongoing investment in these aging retail properties, lack of major activity generation, and safety issues have made the study area less desirable for commercial development.



*Vacant buildings at the Gateway Center at Menaul and Carlisle Boulevards.*

## INDUSTRIAL

The industrial sector in Albuquerque is currently experiencing a 2% vacancy rate. The existing land use survey indicates the study area is likely on par with this vacancy or slightly higher. The asset prices for industrial and warehouse space in the study area reflect some of the highest in the Albuquerque market, which is primarily due to the proximity to Interstate 25 and Interstate 40. Land with convenient access to Interstate 25 and Interstate 40 is considered premium real estate for industrial development. The average Industrial On-Market cost in the study area is \$106.13 per square foot and the average industrial lease rate is \$9.57 per square foot. These numbers are significantly impacted by the proximity to the Interstates.

Recreational cannabis was legalized in New Mexico under the Cannabis Regulation Act on June 29, 2021. Prior to legalization, the City of Albuquerque incorporated "cannabis cultivation" and "cannabis-infused products manufacturing" as permissive uses in the NR-C and NR-LM zones. As previously noted in Section 2.3, the study area has an abundance of NR-C and NR-LM zoning, 29% and 30%, respectively. Given the study area being a prime location for industrial development, it is anticipated that it will naturally draw cannabis related businesses, which will strengthen the area as a strong revenue generator for Albuquerque.



*Typical industrial development at Prospect Avenue and Quincy Street.*

## Chapter 4

# RECOMMENDATIONS





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## 4.1 INTRODUCTION

The Menaul Redevelopment Study area has a wide range of business types, physical conditions, and needs. The planning process for the Menaul Redevelopment Study revealed that a large portion of the study area is functioning relatively well and generates significant gross receipts revenue and taxes, while some areas are experiencing obvious signs of disinvestment by the private and public sectors. A series of recommendations presented in this chapter are based on the research and analysis of existing physical, economic, and social conditions in the study area, as well as the public engagement process that included a business owner survey and public meetings with business owners.

## 4.2 RECOMMENDATIONS

The recommendations are varied and cover redevelopment by the private sector with assistance from the City, and public sector investments that would improve existing conditions, thereby indirectly benefiting the business community and the general public that frequents this area of the City.

### MRA DESIGNATION

As revealed during the planning process completed for the Menaul Redevelopment Study, there is a clear sign of disinvestment and blighted conditions occurring in the area from Interstate 25 to the North Diversion Channel and Interstate 40 to the area just north of the Menaul Boulevard corridor. As previously mentioned, there are a number of restaurants and commercial businesses that have closed and those buildings have become an attractive nuisance.

Hotel owners in this subarea have made clear that if conditions do not shift from the current trend, they will consider closing and/or selling their hotel assets. The consultants heard similar sentiments from other business owners that have become fed up with the level of crime and vandalism, as well as feeling a sense of neglect by the City of Albuquerque. This area is at a critical crossroad; does it continue this downward spiral or does the City of Albuquerque make the decision to reverse this trend? The recommendation is to designate this subarea, as shown on the Opportunities and Constraints graphic a Metropolitan Redevelopment Area (see pages 35-36). The next steps would be to create a designation report that is presented to the public for concurrence

with this approach and then have it reviewed by the Albuquerque Development Commission and adopted by the City Council. The next step following adoption of the designation report would be the creation of a Metropolitan Redevelopment Plan that identifies projects and strategies that encourage public/private partnerships for redevelopment projects.

### OPPORTUNITY SITES

While there are ample opportunities for redevelopment in the study area, there are a couple vacant sites that stand out from the others (see *the Opportunities and Constraints graphic, pages 35-36*). This includes the 2.92-acre vacant parcel at the northeast corner of Menaul Boulevard and Vassar Drive. The property is privately-owned and zoned MX-M, which allows for a mix of commercial and residential development. The second site is 1.65-acres located at the southeast corner of Claremont Avenue and Richmond Drive. The property is owned by Wal-Mart and zoned MX-M. The recommendation is to work with these two property owners to identify options for developing and putting these two properties into productive use.



Opportunity Site 1 at the northeast corner of Claremont Avenue and Vassar Drive.



Opportunity Site 2 at southeast corner of Claremont Avenue and Richmond Drive.

## POLICE SUBSTATION

Having a visible law enforcement presence along Menaul Boulevard, west of the North Diversion Channel, would help reverse the crime trend in this subarea. The recommendation is to redevelop one of the vacant buildings along the Menaul corridor for an Albuquerque Police Department substation. The long closed Village Inn, Little Anitas, or The Range, either the entire building or a portion of the building, would be excellent locations for this use. The redevelopment of the building for a police substation is not dependent on an MRA designation; it could be accomplished as a City investment in this area that would help deter the property crime.



Long closed Village Inn restaurant on Menaul Boulevard.

## LIGHTING IMPROVEMENTS

There are street corridors within the study area that are dark and would benefit from lighting improvements. Candelaria Road is very dark, with the only illumination being from adjacent business parking lot fixtures and at some intersections. There are large stretches of the corridor without street lights. The recommendation is for the City to work with PNM on installation of street lights along Candelaria Road and the following other street corridors:

- ◀ Cutler Avenue between Washington Street and San Mateo Boulevard;
- ◀ Claremont Avenue between Vassar Drive and University Boulevard;
- ◀ Menaul Road, west of University Boulevard; and
- ◀ Bryn Mawr Drive, south of Menaul Boulevard.

The North Diversion Trail, an important and much used north-south commuter route with connections to the east-west routes of the Paseo del Nordeste and Paseo del Norte trails, is also a very dark corridor at night. The recommendation is to coordinate with AMAFCA on the installation of trail

lighting along the North Diversion Trail to increase safety for bikers and pedestrians.

## TRANSIT IMPROVEMENTS

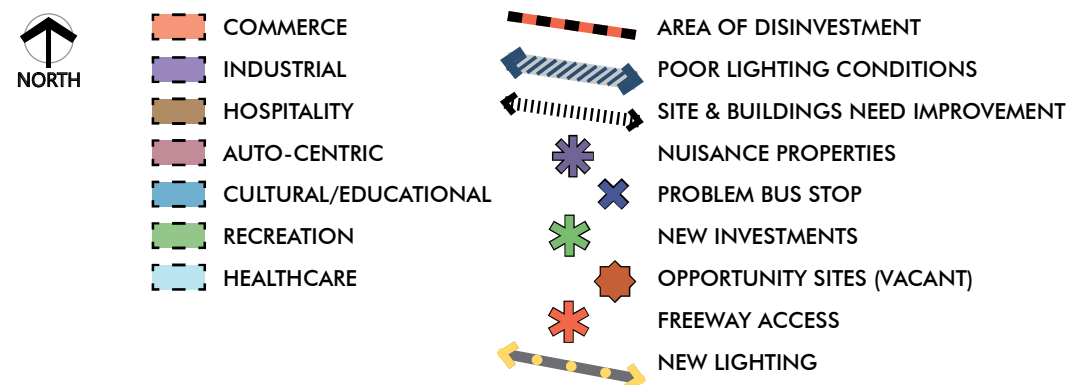
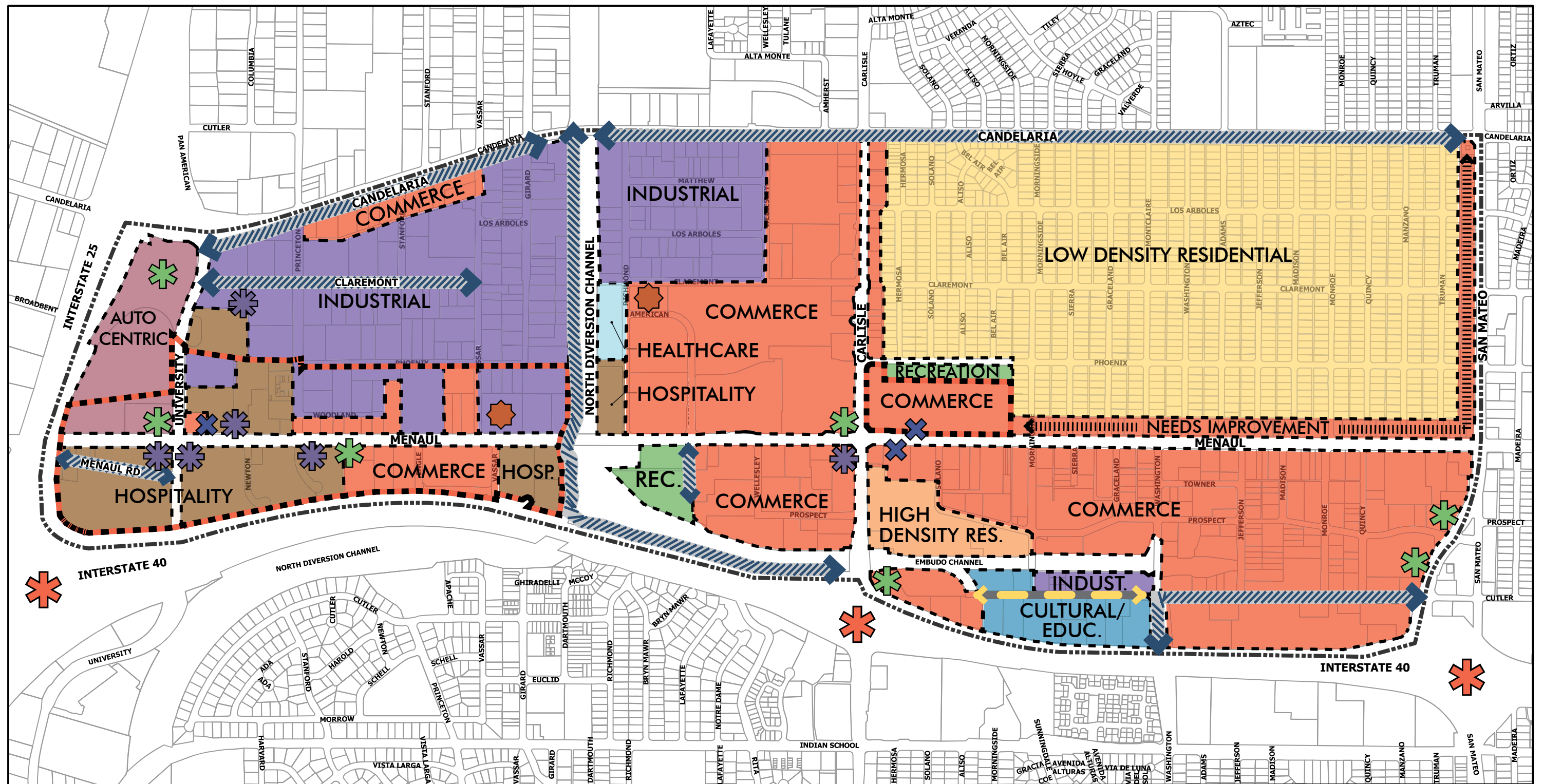
The study area is relatively well served by transit, with transit routes along San Mateo Boulevard, Carlisle Boulevard, University Boulevard, and the Interstates. However, there are several bus stops in the study area that are attracting homeless campers and negative activity, particularly along Menaul Boulevard. An evaluation should be completed on how best to discourage people from camping out at the bus shelters. Some communities have removed the benches under the shelters to help prevent people from sleeping on them; others have stepped up their cleaning efforts.

The recommendation for the study area is to increase the frequency of cleaning the bus shelters and benches, and emptying the trash receptacles to make these City facilities more conducive to being used for their intended purpose. The City should consider removing benches from the bus stops that only have a bench and replace them with a shelter, as well as posting a sign that prohibits loitering.

## BUILDING & SIDEWALK IMPROVEMENTS

Many of the small commercial properties and buildings along Menaul Boulevard, from Morningside Drive east to San Mateo Boulevard and then north to Candelaria Road, are showing signs of distress and blight. This includes building facades, windows, parking lots, sidewalks, etc. While this area may not be supported by the City on being designated as a Metropolitan Redevelopment Area, it is clear that these businesses are struggling with maintaining their buildings and properties. The City should assist these business owners by providing information on available small business loans and design assistance through entities, such as the City's Metropolitan Redevelopment Agency and New Mexico MainStreet, for facade improvement grant programs, as applicable. The City Department of Municipal Development should also be engaged by providing an evaluation of the public sidewalks along these two roadway corridors and replace sections that are cracked or heaving and install handicapped curb ramps that do not meet current ADA standards.





## OPPORTUNITIES & CONSTRAINTS

### Menaul Redevelopment Study



## DIALOGUE WITH BUSINESS OWNERS

One of the messages received from the business owners in the study area was that they felt a sense of neglect from the City of Albuquerque regarding the crime and vandalism issues they have been experiencing at their properties. The recommendation is that the City continue the dialogue this study began with the business owners, which could include attending meetings of the Midtown Business Association and Cutler Avenue business group regarding their priorities and needs. Having discussions with owners at their places of businesses is an effective way of maintaining communication, learning how best to assist the businesses, and demonstrating that the City of Albuquerque will continue to advocate and support improving the study area.



*Blake's Lotaburger Restaurant next to Blake's corporate office and distribution center on Candelaria Road and Richmond.*

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## Appendix A

# BUSINESS SURVEY RESULTS

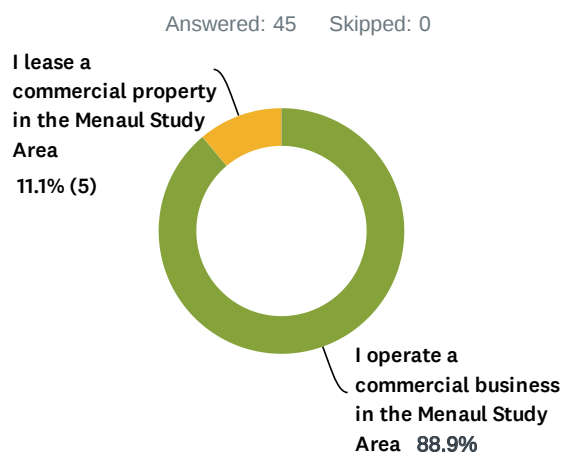
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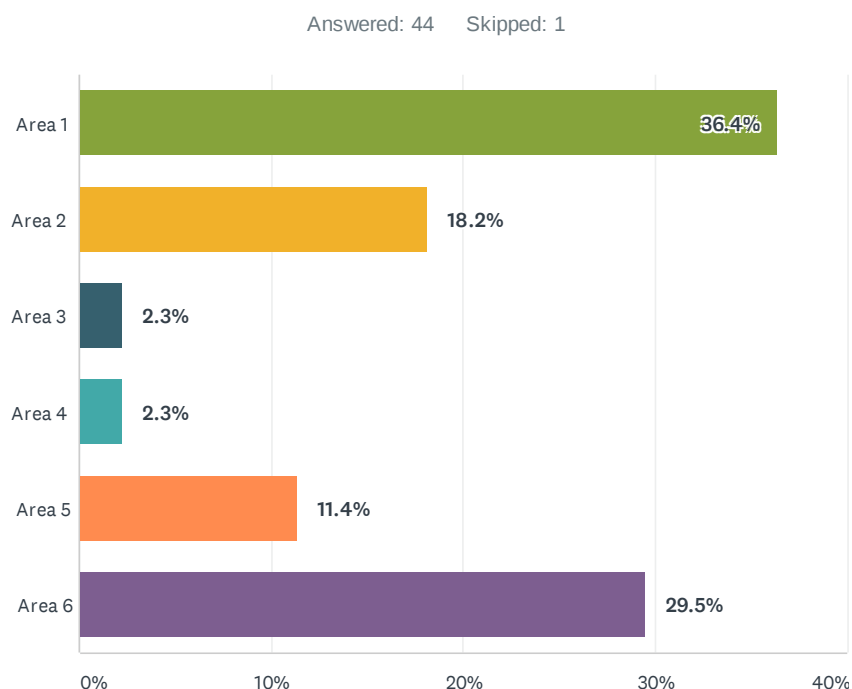


Consensus Planning designed and administered a survey specifically geared towards business owners. The questions asked participants a range of issues regarding the characteristics of their individual business, as well as questions regarding the business climate and other issues that may be impacting their ability to do business in the area. The Business Owner Survey was available electronically on Survey Monkey. Survey responses were collected between April 26 to June 10, 2021. A total of 45 business owners from across the study area responded to the survey. The full survey results are presented below.

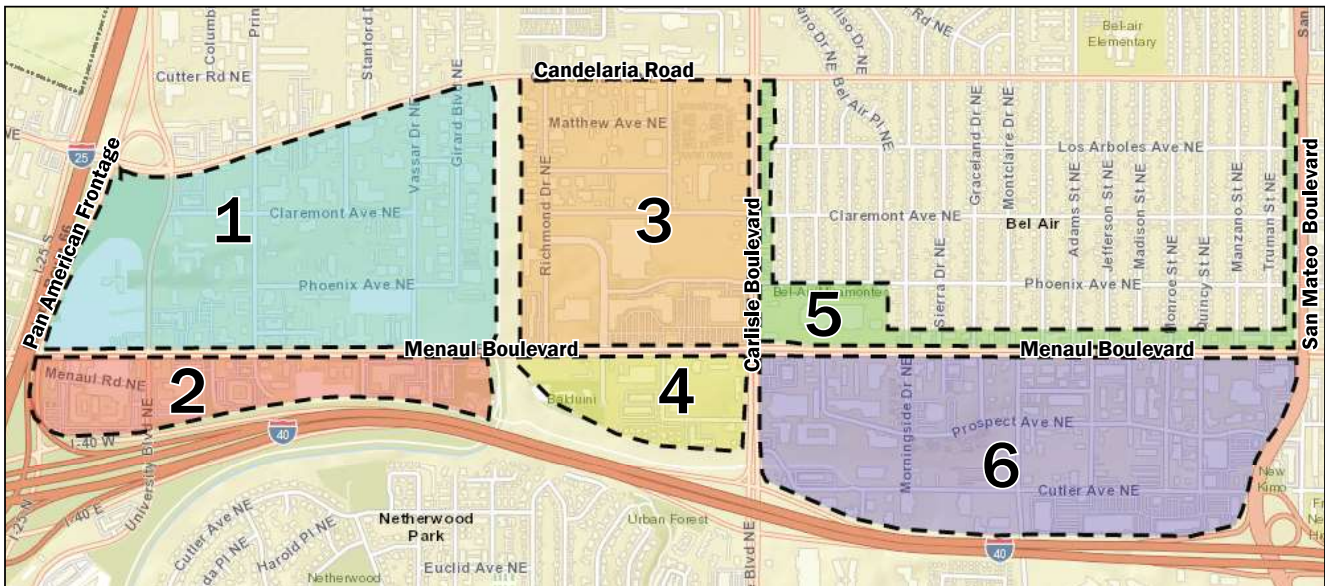
### Q1 Do you own or lease your property in the Menaul Study Area?



Q2 Looking at the map below, please identify in what area your business is located. If you own businesses in more than one area, chose all that apply.

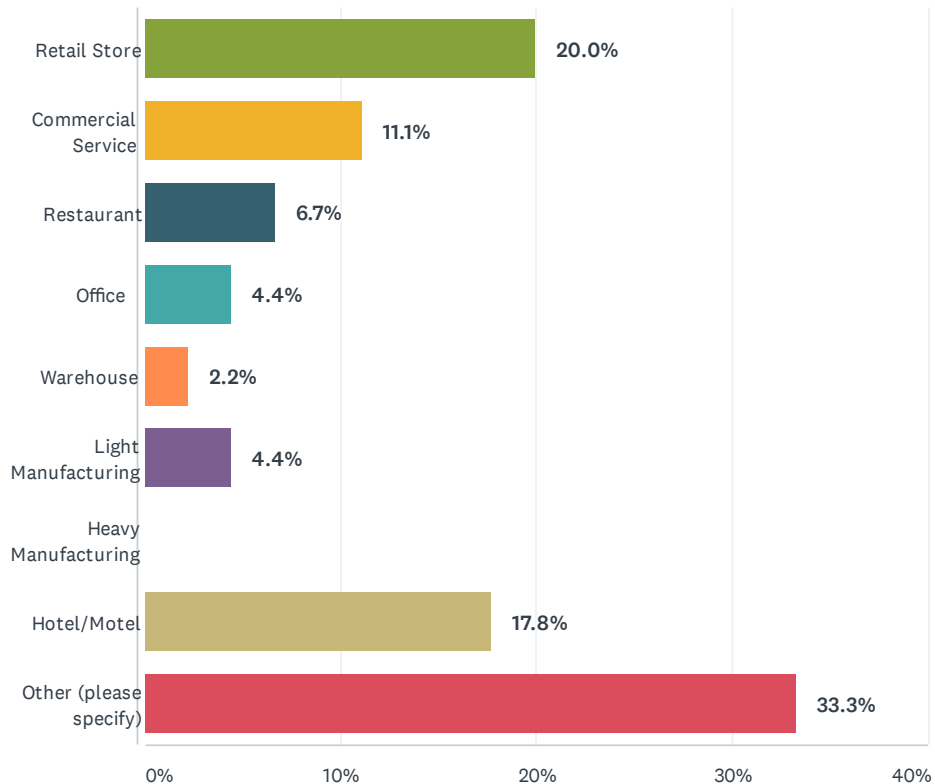


## QUESTION 2 MAP



## Q3 Which of the following best describes your business?

Answered: 45 Skipped: 0





**QUESTION 3 OTHER (PLEASE SPECIFY)**

Tattoo Studio

Arts Education and Live Performing Arts Center

School

205 self storage units

Climbing Gym

Contractor

Climbing Gym

Lobo little league

Nonprofit performing arts/ community dance education

Electrical Contractor

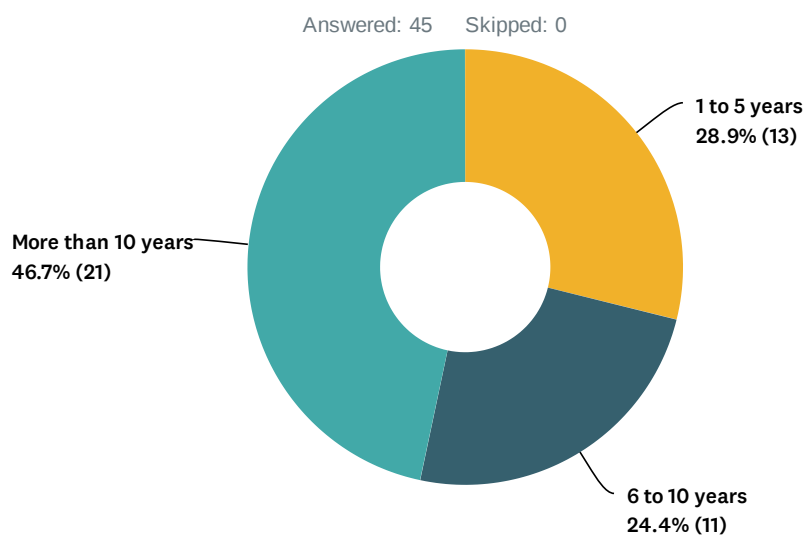
Wholesale fresh produce

commercial printer/silkscreen printer

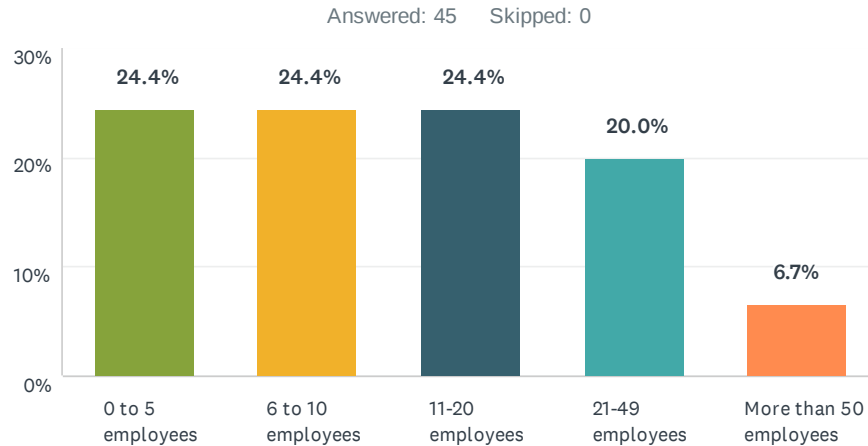
It is a combination office storefront and warehouse

Health club

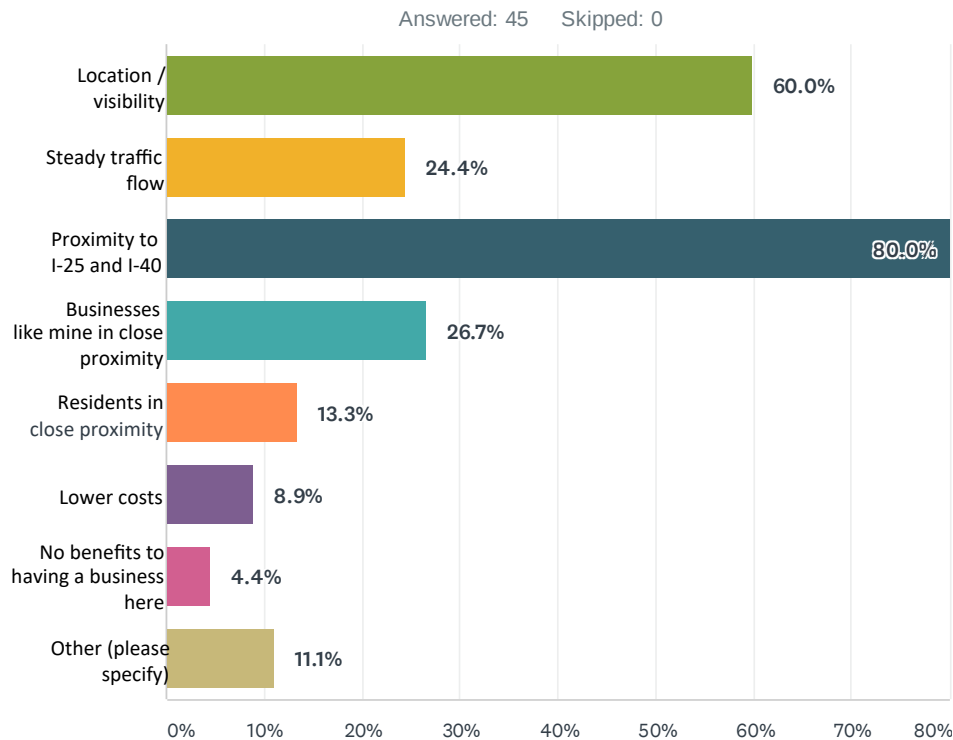
Wholesale Distribution

**Q4 How long have you been in business in your current location?**

## Q5 How many employees do you have?



## Q6 What do you believe are the benefits of having a business within the Menaul Study Area? (choose all that apply).



### QUESTION 6 OTHER (PLEASE SPECIFY)

Fantastic and collaborative business community / co-supporting each other

We have a beautiful 50+ year old facility.

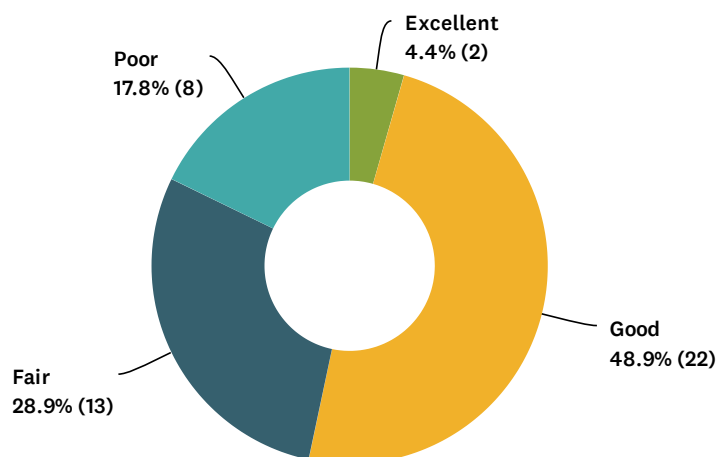
Great potential for revitalization

Same location since 1962.

Close to Bus line

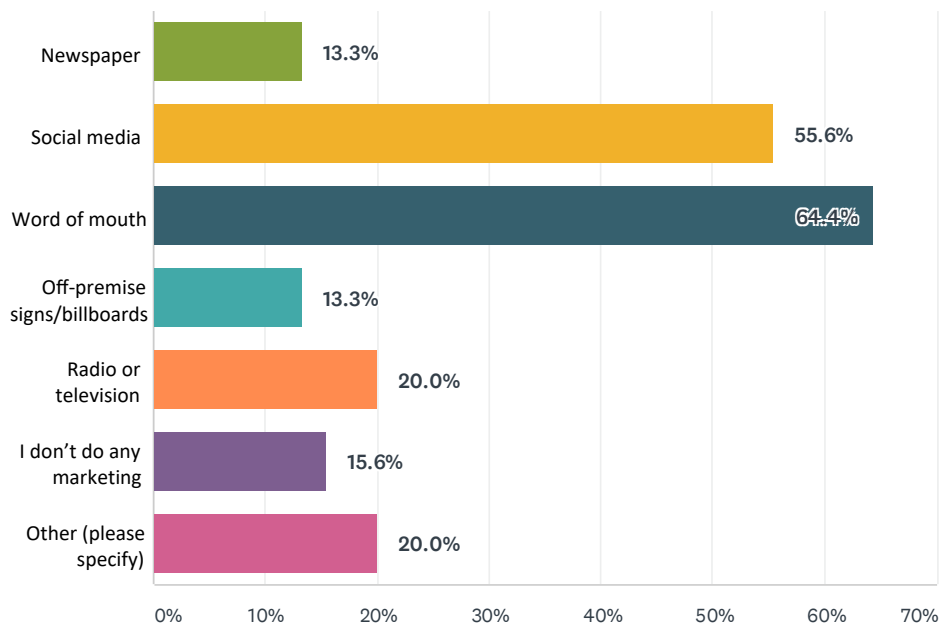
## Q7 How would you describe the business climate within the Menaul Study Area?

Answered: 45 Skipped: 0



## Q8 How do you market your business? (choose all that apply)

Answered: 45 Skipped: 0





**QUESTION 8 OTHER (PLEASE SPECIFY)**

Postcards/mailers

website, internet advertisements

web site

Digital Media

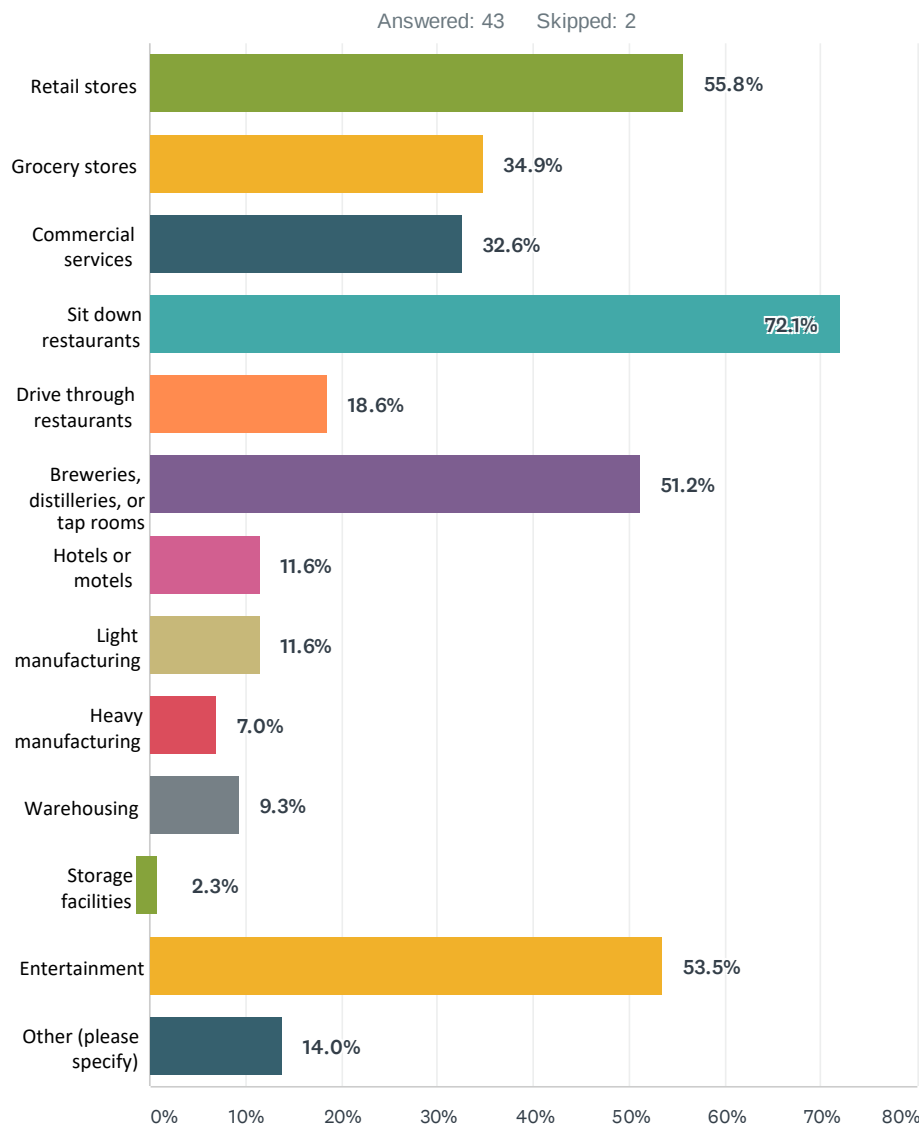
Yellow Pages

on line

Word of mouth, repeat business, providing quality service

Wholesale industry / sales team

Online Travel Agencies

**Q9 What type of businesses or activities would you like to see added or expanded in the Menaul Study Area? (choose all that apply)**

**QUESTION 9 OTHER (PLEASE SPECIFY)**

Family Friendly Businesses/Entertainment

police substation

Menaul needs to be Cleaned up, the crime and all the homeless on Menaul and surrounding area. We deal with it everyday, and a lot of businesses including ourselves are forced to put fencing to keep transients out, and break in and vandalism out. After dark Menaul becomes a scary place.

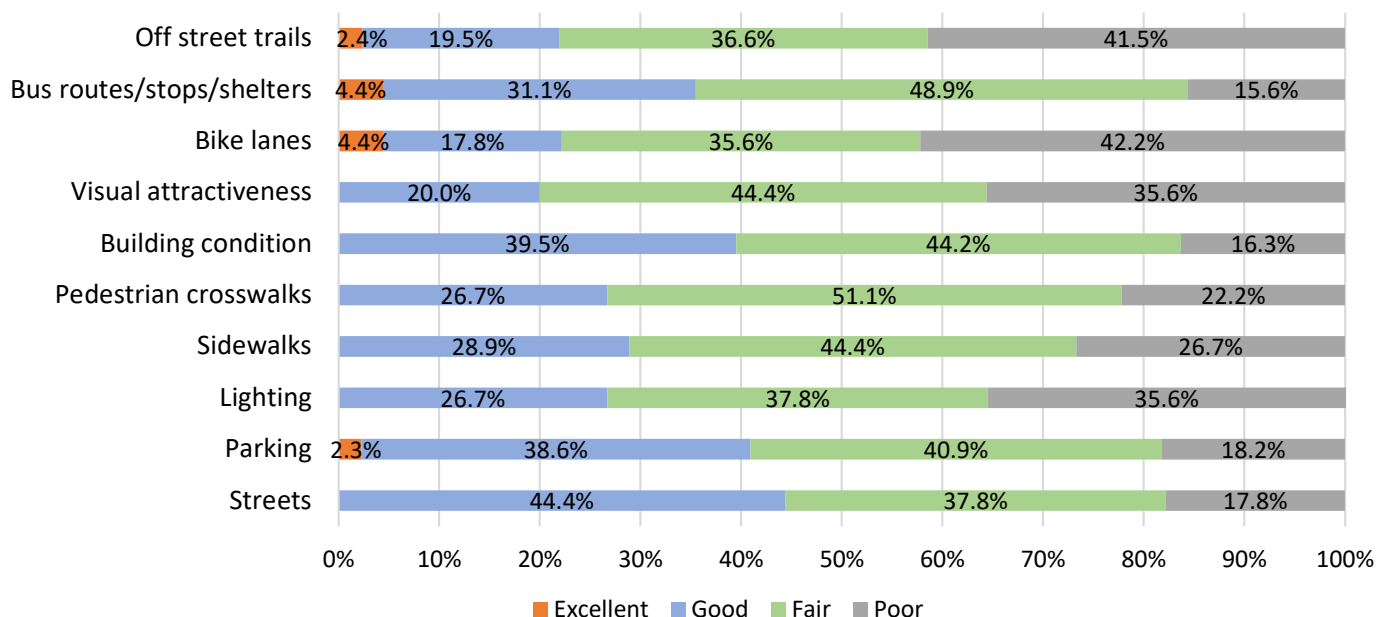
Police Substation

I would like to see less homelessness and drug use in the area.

more offices

**Q10 How would you rate the following aspects of the Menaul Study Area?**

Answered: 45 Skipped: 0



## Q11 If your answer to any of the items in Question 10 is "Fair" or "Poor", how would you suggest improving it?

Answered: 35 Skipped: 10

### RESPONSES

Menaul needs a face lift...buildings need renovated, street and sidewalks need to look better...lighting needs to be better

Add a police substation to manage the homelessness and crime in the area. They detract from the aesthetics and destroy property, vandalism, theft and general unattractiveness of so many homeless roaming the area. This would attract other businesses improving the overall appearance and prosperity of the area.

Additional lighting off menaul in industrial areas the bus stops have been taken over by the homeless-trash and drug needles no real off street trails in the area

More landscape buffers. Additional lighting. Better oversight with new building approvals, although it is difficult to regulate aesthetics.

Improve lighting. Address homeless population and all associated issues. Many of the problems relate directly to homelessness, drugs, crime.

Improving pedestrian experience (street lighting, sidewalks, roadway access for drivers so safer for pedestrians, parking and walking areas + wayfinding). General overall safety and ease for increased pedestrian traffic.

Sidewalks ADA Compliant on both sides of Cutler, Finish bike lanes, School Crosswalk, curbing,

more frequent street sweeping

City needs to update bus stops & improve roads

Upgrades more often

Sidewalks and landscaping along Cutler Ave.

A steel fence to keep people from entering the drainage ditch are near I-40 would be amazing.

street lighting is absent or not functioning on many side streets in the area.

Along Cutler Ave. we are waiting on improvements to the street - ADA accessible sidewalks; crosswalk for the school; shared bike markings on street; drainage improvements

Lots of lights, and wide sidewalks, would make people comfortable and more light would also keep people and businesses safer.

HOMELESSNESS IS ==EXTREMELY== HIGH IN THIS AREA RESULTING IN HIGH CRIME. MOVE HOMELESS INDIVIDUALS TO AN AREA WITH SUPERVISION. MORE STREET LIGHTING ON SIDE STREETS AND CANDELARIA

Try to attract businesses in the area to stay. Lots of crime and drugs in the area

Doing something about the homeless and drug problem in the are that leads to theft and violence. Have a methadone clinic in the are doesn't help

Landscaping and lighting along streets. Consistent active patrols in area.

get the homeless out, clean up the streets from the vandals--more policing

Refresh the crosswalks & bike trails with new paint--there aren't any off street trails except the flood control ditch path, that I am aware of.

n/a



Landscaping the medians..but keeping the existing trees. Residential bike lanes. Covered and ungraded bus stops at all bus stops. Make it more pedestrian friendly like Nob Hill.

I don't know of any bike lanes or off street trails in this area

We would appreciate more street lighting and medians painted properly.

Eliminate crime, truck stop, homeless, and old buildings at SWC University and Menaul.

I do not think we need bike lanes or off-street trails in this area. Some of the property owners do not take care of their property.

More bike routes

There is a lot of crime in this area. We have experienced theft too frequently as well as people wondering into our fenced parking area looking into our cars as well as customer cars. Our fence has been cut numerous times we replaced the chain link with a propanel fence and they unscrew the panels they break into our vehicles with impunity. Many of the neighbors experience the same.

There is no Bike lane, and pedestrians cross at will

Cover up the graffiti

Idk

Add more lights. Increase police presence 24/7. Get rid of off street trails. Improve all side streets between Menaul and Candelaria.

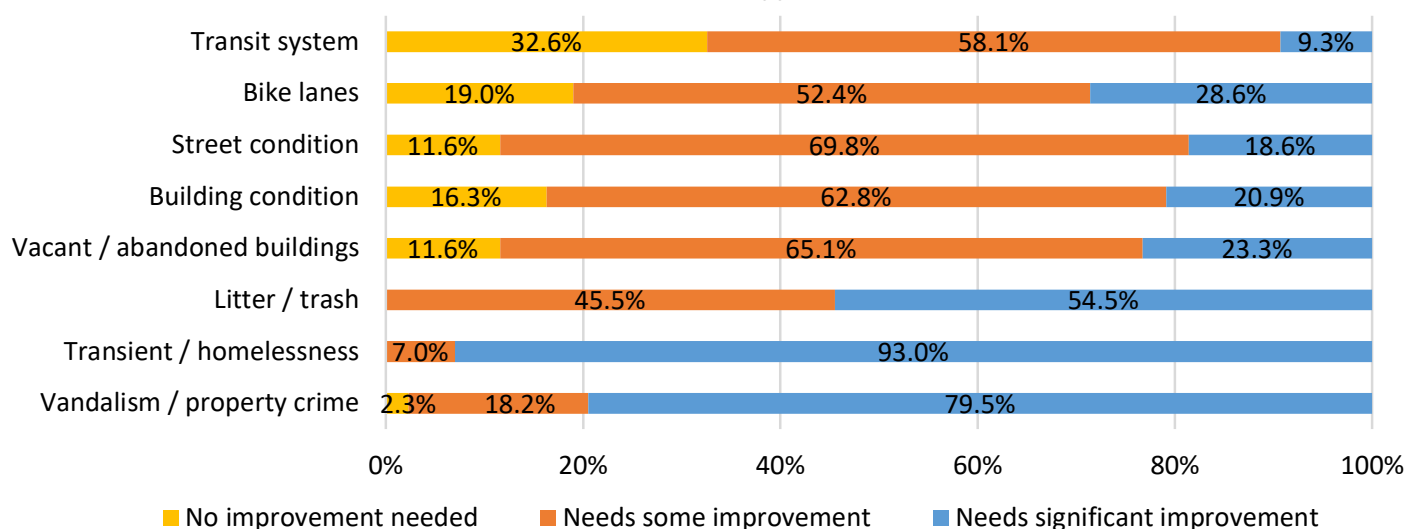
This area has become a haven for the homeless. It is not safe to be outside after dark. You can not get out of your car without a transient asking you for a handout.

Too many businesses are boarded up and the facilities are in disrepair. Much of the area looks abandoned and left to the homeless.

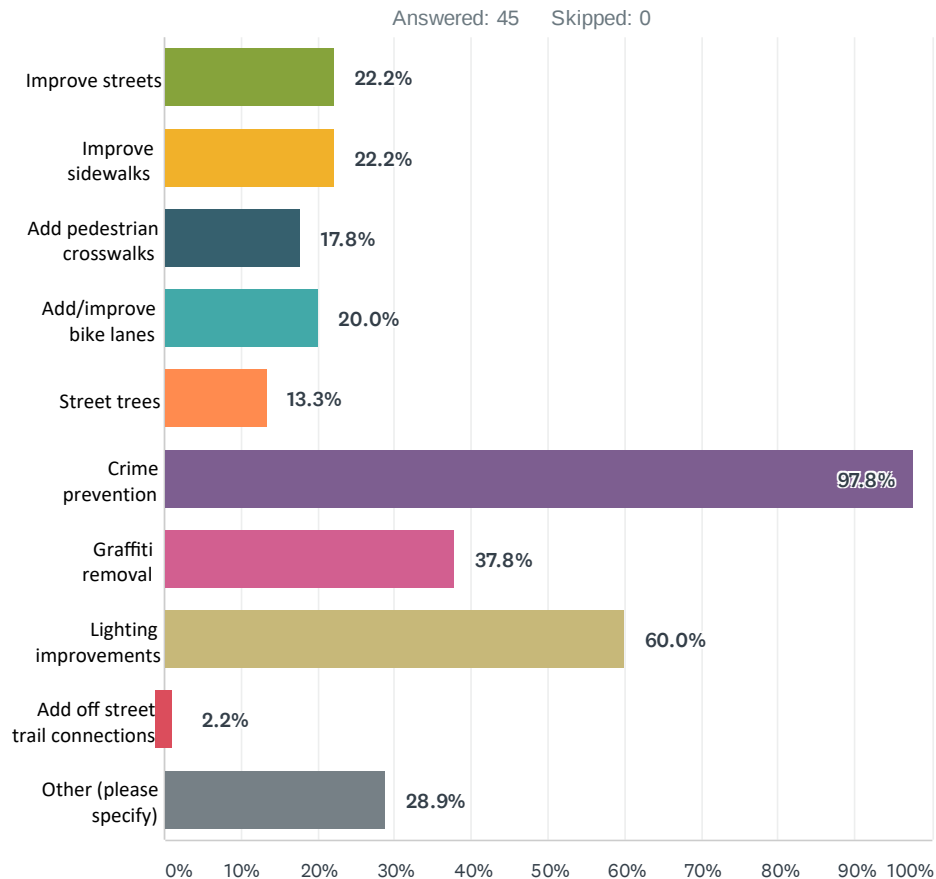
## Q12 Of the following issues, how many are present within the Menaul Study Area today?

Please rate the level of improvement needed.

Answered: 44 Skipped: 1



### Q13 The City should focus on the following improvements to the Menaul Study Area (choose your top three priorities).



#### QUESTION 13 OTHER (PLEASE SPECIFY)

No more transients holding signs begging/enforce laws

Police substation

If it is even possible, manage the huge homeless population at Cutler and Carlisle

Address transient/homeless population

Need less low rent short term stay apartments and hotels and more actual community friendly business.

keep criminals off of the streets, enforce the laws, dont allow panhandling and camps. crack down on shitty hotels that rent to criminals and accept stolen goods in trade for rooms.

Homeless, drug use, prostitution

Speed of Traffic

Pest Skunk issue in open area properties

remove old buildings at SWC of menaul/University. relocate truck stop.

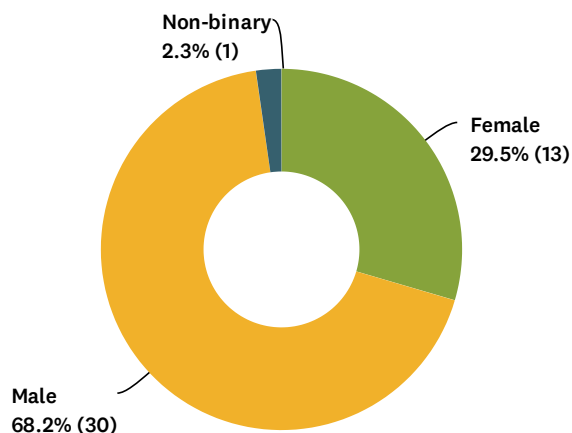
There are planting trees in the medians \_Good start

REMOVE off street trails and other areas that attract homeless and crime

Do something about the homeless/transients.

### Q14 What is your gender?

Answered: 44 Skipped: 1



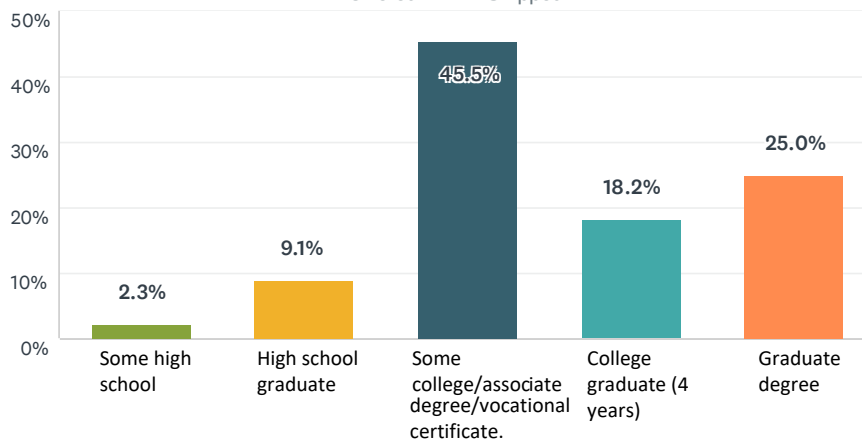
### Q15 What is your age category?

Answered: 44 Skipped: 1



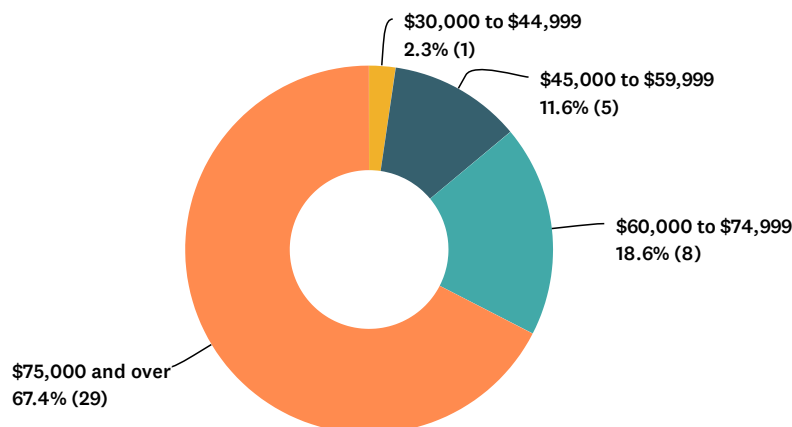
### Q16 What is the highest level of education you have attained?

Answered: 44 Skipped: 1



### Q17 Which of the following categories best describes your total household income?

Answered: 43 Skipped: 2



## Q18 Are there any additional comments you would like to share with the City of Albuquerque about the Menaul Study Area?

Answered: 30 Skipped: 15

### RESPONSES

Let law enforcement do their job. Menaul has become drug, prostitute, vandalism, and theft area. It's getting worse year to year. Let put a stop to it before it gets any worse. Law enforcement needs to be able to do their job and not have their hands tied. No more panhandling...no more loitering...lets close the door on crime. Clean up the streets and businesses would move in and give commercial buildings the face lift that Menaul needs. Lets move business in rather than force them out with lack of law enforcement.

There are several hotels in the area that allow locals to rent by the week and or hour. They attract many unsavory people. The lack of patrolling and overall "blind eye" the city shows this area is unsatisfactory.

Crime and homelessness are out of control

Most of the city issues in the end come down to poverty and crime. We need more focus on resources to prevent, treat and reform, beyond just incarceration

THANK YOU to the City for all of the work that has already been done in these areas! We are thrilled to be a part of this growing and blossoming area of the City and we appreciate the partnership of the City with local businesses and neighborhoods to continue improving!

Thank you for taking the time to reach out!!!

N/A

Promote new business activity, city to help new businesses coming to the area

no

The city arroyo system creates huge issues in this area. Transient persons use the arroyos to travel throughout the city and to create campsites outside of the public eye.

This area needs significant improvement. It is not conducive to business. Criminals are given more preference than contributing members of society. It is not just this area, it is the entire city. Business owners are forced to spend thousands and thousands of dollars to try to protect their properties and employees and customers and the result is making our properties look like prisons. We should not have to do this.

I hope the momentum of this study will continue passed Councilor Gibson leaving office and not be left dusty on a shelf somewhere.

CRIME, CRIME, CRIME, is out of control. This city spends too much money and time focusing on people who don't contribute to this economy. They should focus more on crime, and all the meth heads up and down Menaul. Help the residents who live and own property in this horrible area. Help the businesses who bring jobs, growth, and money to the economy. Every corner has a panhandler, and they leave all their trash there. Nobody wants to see this.

CITY OF ALBUQUERQUE OFFICIALS ARE FULLY AWARE OF ALL ISSUES WITHIN THE MENAUL STUDY AREA AND THE CHANGES THAT NEED TO TAKE PLACE.

The homeless and drug addicts problem need to be addressed before the violence gets out of control

we need more policing in that area --make it unfriendly for transients

N/A

Make commercial businesses more accountable for cleaning up their properties. Better landscaping on the medians and sidewalks. Keep existing trees and water them. Most of the



bus stops are not covered. they need upgrades, too. Make the area more pedestrian/bike friendly.

Our parking lot on Monroe St. has been broken into many times. We normally have scrap material stolen or vehicles are vandalized. The Police seems helpless when it comes to convicting people who do happen to get caught. The nice landscape lighting that was installed at the I40/San Mateo no longer works. This is because the lighting controller and its enclosure were vandalized by the homeless population that camps in the landscaping on the SW corner of the intersection. It would be nice if this landscaped area could be secured and the lighting controller restored.

We had a great experience with the Anti-Graffiti Unit. They took care of the problem quickly.

thank you and please get it done.

We need more police presence in the area.

None

Get rid of the crime and homelessness.

Stop the installing roundabouts - people that already know how have not been taught how to drive in a roundabout. And they dont teach the kid what to do.

Need better Police Protections and response. We are fortunate that we get good response but they have too many calls because of the homeless in the area

Control homelessness with more police presence

Area needs increased police presence 24/7. Areas that attract vagrants need to be minimized

Police response time needs to be addressed. Sometime APD does not show up after a call is made for help.

I'm glad to see forward progress on this matter.