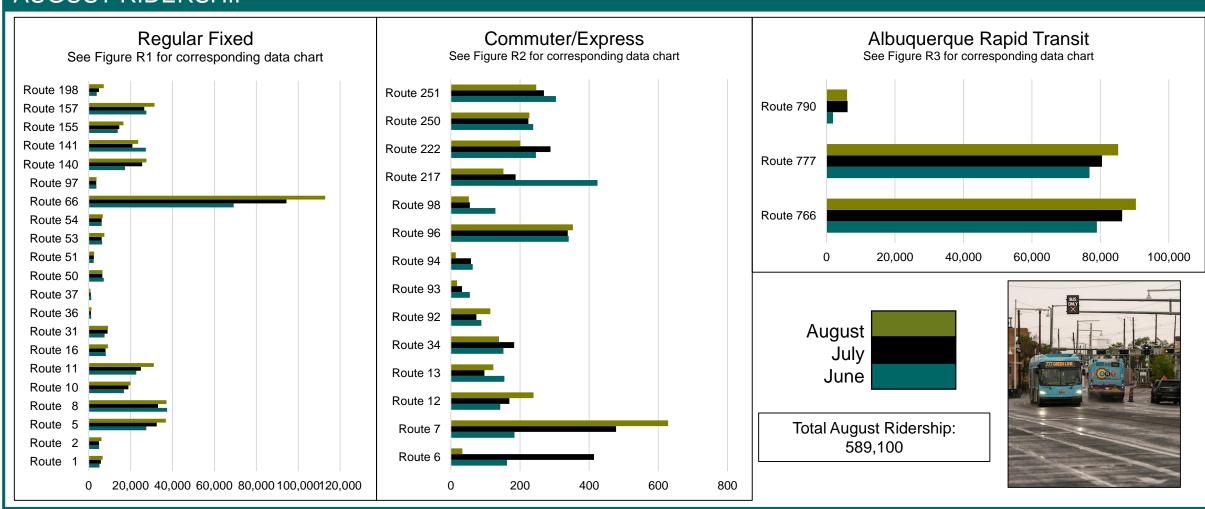
EZERO FARES PILOT PROGRAM



MONTHLY INFORMATIONAL REPORT

AUGUST 2022

AUGUST RIDERSHIP



RIDERSHIP



Figure R1

	Regular Fixed Route Ridership																				
	Route 1	Route 2	Route 5	Route 8	Route 10	Route 11	Route 16	Route 31	Route 36	Route 37	Route 50	Route 51	Route 53	Route 54	Route 66	Route 97	Route 140	Route 141	Route 155	Route 157	Route 198
JAN	5,804	5,461	26,372	28,038	18,451	22,371	6,827	6,214	74	838	5,160	1,843	4,821	4,744	80,669	2,619	19,153	17,847	11,572	19,904	4,748
FEB	5,506	4,013	25,765	26,027	17,498	19,355	6,929	5,852	136	818	4,837	1,955	4,564	4,568	82,796	2,365	17,754	22,179	11,824	19,477	3,866
MAR	5,985	5,094	27,605	28,655	19,629	19,929	7,566	5,861	350	948	5,942	2,474	4,992	4,774	71,787	2,598	21,587	24,355	11,005	21,689	4,310
APR	5,426	4,912	23,717	25,813	19,520	17,178	7,123	5,355	337	1142	5,717	2,255	4,733	3,941	56,031	2,027	19,868	23,678	8,178	20,859	3,564
MAY	6,885	5,854	28,265	28,226	18,473	20,136	7,401	6,357	447	1,041	6,098	2,390	4,363	4,291	69,022	2,463	23,203	25,861	10,196	21,798	4,482
JUN	5,102	4,923	27,478	37,419	16,764	22,685	8,162	7,579	1,139	1185	7,157	2,385	6,378	6,161	69,150	3,652	17,293	27,234	13,780	27,460	3,794
JUL	5,805	4,913	32,429	33,069	18,917	24,871	8,004	9,001	1,055	961	6,473	2,450	6,173	6,162	94,382	3,558	25,516	20,803	14,614	26,471	4,896
AUG	6,638	6,091	36,799	37,122	19,951	31,057	9,149	9,263	1304	835	6,572	2,583	7,461	6,746	112,876	3,758	27,554	23,567	16,581	31,390	7,191

Figure R2

		Commuter/Express Route Ridership													
	Route 6	Route 7	Route 12	Route 13	Route 34	Route 92	Route 93	Route 94	Route 96	Route 98	Route 217	Route 222	Route 250	Route 251	
JAN	72	197	125	83	114	113	62	82	105	115	73	243	68	160	
FEB	52	131	122	105	141	113	53	58	171	85	57	128	71	177	
MAR	83	219	199	113	130	124	47	51	262	111	34	184	168	251	
APR	93	229	170	74	160	128	59	79	345	163	38	210	115	243	
MAY	130	430	131	100	160	111	57	55	376	249	133	235	204	276	
JUN	162	184	143	155	152	88	55	63	341	129	424	246	238	304	
JUL	105	191	169	97	177	76	32	58	338	43	365	288	212	266	
AUG	33	628	239	123	139	114	18	14	353	52	152	201	227	247	

Figure R3

	ART Route Ridership											
Month	Route 766	Route 777	Route 790									
JAN	61,641	60,250	5,690									
FEB	55,070	53,360	3,974									
MAR	73,648	73,105	5,845									
APR	78,647	75,783	3,640									
MAY	68,123	67,621	1,836									
JUN	78,991	76,834	1,920									
JUL	86,361	80,500	6,143									
AUG	90,382	85,189	6,007									

RIDERSHIP



		Fixed Rout	e Ridership		
Month	FY19	FY20	FY21	FY22	FY23
JUL	781,280	755,491	370,222	393,282	525,529
AUG	880,079	805,880	333,389	395,706	589,100
SEP	795,408	770,017	349,035	389,426	
ОСТ	837,665	815,378	378,371	438,310	
NOV	758,173	694,714	295,324	418,177	
DEC	670,554	746,344	276,468	387,785	
JAN	716,045	729,005	275,283	422,724	
FEB	698,976	764,293	275,242	401,963	
MAR	757,396	630,292	356,489	469,247	
APR	779,357	315,901	356,158	458,194	
MAY	755,731	306,544	345,151	462,601	
JUN	729,045	336,563	365,471	477,309	
Total	9,159,709	7,670,422	3,976,603	5,114,724	1,114,629

- Total 2022 Ridership to Date: 3,787,484
- 16.34% increase from July, 2022
- 48.9% increase from August, 2021

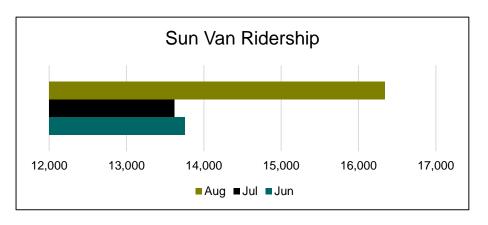
PARATRANSIT/SUN VAN

	Sun Van Applications												
Month	FY19	FY20	FY21	FY22	FY23								
Jul	78	76	18	45	59								
Aug	91	91	22	77	49								
Sep	67	83	24	67									
Oct	90	88	32	59									
Nov	63	53	25	46									
Dec	66	84	19	37									
Jan	67	64	20	37									
Feb	90	75	29	50									
Mar	82	41	34	44									
Apr	93	7	47	36									
May	113	20	37	92									
Jun	89	30	68	72									
Total	989	712	375	662	108								



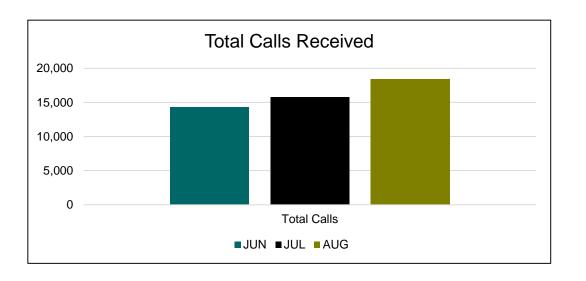
- 19.9% increase from July 2022
- 29.5% increase from August 2021

Paratransit (Sun Van) Ridership												
Month	FY19	FY20	FY21	FY22	FY23							
Jul	20,659	20,732	6,786	10,901	13,623							
Aug	23,534	22,168	7,031	12,623	16,343							
Sep	21,363	21,228	7,127	13,165								
Oct	24,424	23,554	7,479	14,007								
Nov	21,388	19,867	5,800	12,727								
Dec	19,004	19,496	6,094	12,097								
Jan	22,085	21,475	6,331	12,064								
Feb	20,686	20,618	6,179	11,874								
Mar	21,993	12,795	8,165	14,412								
Apr	22,936	3,809	9,589	14,395								
May	20,937	4,296	9,519	14,267								
Jun	19,741	6,348	10,215	13,756								
Total	258,750	196,386	90,315	156,288	29,966							



CUSTOMER SERVICE





Customer Service received 16.78% more calls in August than July, 2022.

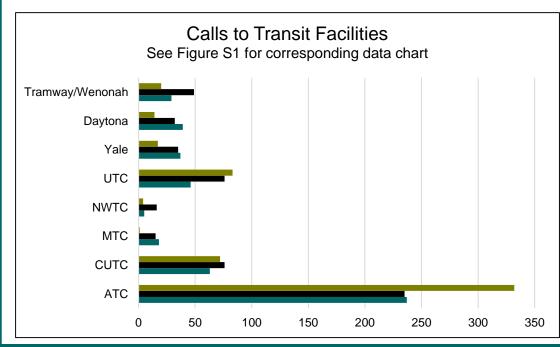
	P	lan Your Rid	е	Sun \	√an Reserva	tions	Total Calls				
Month	Calls Presented	Calls Handled	%	Calls Presented	Calls Handled	%	Calls Presented	Calls Handled	%		
JAN	956	920	96.23	10,421	10,080	96.73	11,377	11,000	96.69		
FEB	1,030	993	96.41	10,903	10,602	97.24	11,933	11,595	97.17		
MAR	1,661	1,475	88.8	9,209	8,568	93.04	10,870	10,043	92.39		
APR	1,635	808	49.42	14,622	11,838	80.96	16,257	12,646	77.78		
MAY	1,722	1,471	85.42	16,463	15,428	93.71	18,185	16,899	92.93		
JUN	1,889	1,501	79.46	12,432	11,430	91.21	14,321	12,931	90.29		
JUL	2,043	1,477	72.3	13,712	12,340	89.99	15,755	13,817	87.7		
AUG	2,112	1,229	58.19	16,288	13,864	85.12	18,400	15,093	82.02		

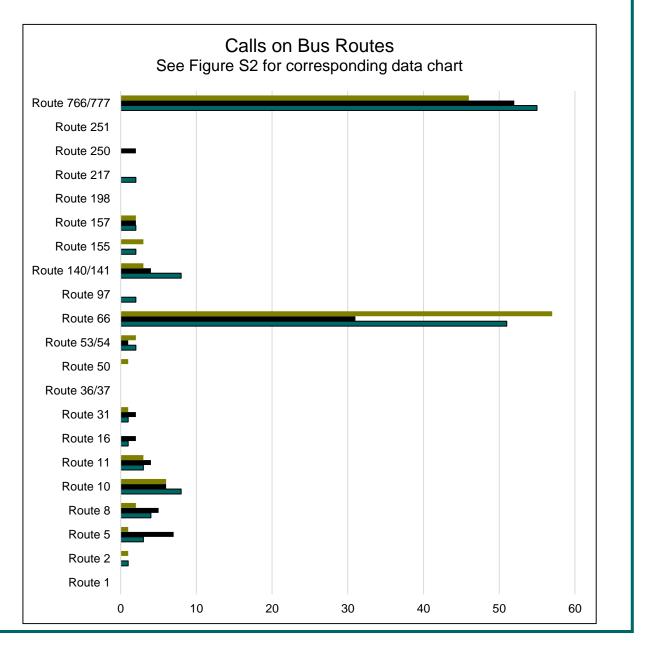
SECURITY CALLS BY LOCATION

Month	Total Calls
January	463
February	485
March	600
April	703
May	612
June	653
July	727
August	682



*ATC receives 24/7 security service by the City's Metro Security Division, resulting in higher totals overall.





SECURITY CALLS BY LOCATION

Figure S1

- igaio o								
Month	ATC	CUTC	MTC	NWTC	UTC	Yale	Daytona	Tramway/ Wenonah
JAN	220	28	2	4	23	6	9	19
FEB	223	34	0	2	30	7	10	14
MAR	198	25	3	4	30	21	13	24
APR	231	63	8	5	40	22	26	39
MAY	129	62	7	9	36	16	12	35
JUN	237	63	18	5	46	37	39	29
JUL	235	76	15	16	76	35	32	49
Aug	332	72	1	4	83	17	14	20

• 6.2% decrease in overall security calls from July 2022



Figure S2

	Route 1	Route 2	Route 5	Route 8	Route 10	Route 11	Route 16	Route 31	Route 36/37	Route 50	Route 53/54	Route 66	Route 97	Route 140/141		Route 157	Route 198	Route 217	Route 250	Route 251	Route 766/777
JAN	1	0	3	6	5	2	0	1	0	0	4	24	0	4	6	3	2	0	1	0	57
FEB	2	1	7	3	2	5	3	3	0	0	0	23	1	12	2	4	1	0	0	1	57
MAR	1	5	10	4	6	9	1	0	1	1	5	61	1	6	6	4	0	1	0	1	95
APR	2	0	5	6	6	12	1	1	0	1	1	105	2	8	3	3	0	0	0	0	102
MAY	2	1	6	6	8	7	2	2	1	0	0	109	1	2	5	5	0	0	0	0	84
JUN	0	1	3	4	8	3	1	1	0	0	2	51	2	8	2	2	0	2	0	0	55
JUL	0	0	7	5	6	4	2	2	0	0	1	31	0	4	0	2	0	0	2	0	52
AUG	0	1	1	2	6	3	0	1	0	1	2	57	0	3	3	2	0	0	0	0	46

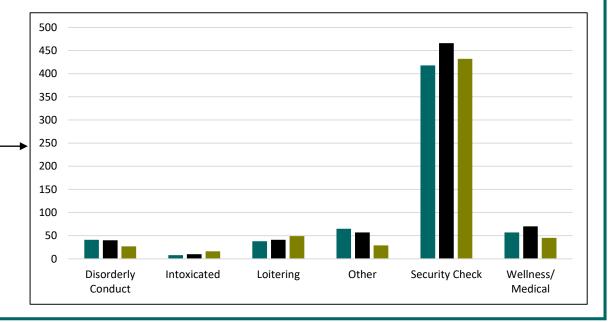
SECURITY CALLS BY TYPE

	Assault	Fight	Fire	Mental Health	Narcotics	Spcs. Situation	Traffic	Trespass	Vandal
JAN	1	3	4	0	10	6	3	2	2
FEB	2	6	4	1	11	11	3	0	2
MAR	9	5	3	1	13	13	2	0	1
APR	1	3	0	3	15	6	1	1	2
MAY	1	6	4	0	11	9	3	4	1
JUN	2	5	2	1	5	5	1	1	1
JUL	0	8	1	1	16	8	2	3	3
AUG	1	7	0	0	33	31	0	2	5

	35									
	30									
	25					-				
	20					_				
	15									
•	10									
	5									
	0									
		Assault	Fight	Fire	Mental Health	Narcotics	Spcs. Situation	Traffic	Trespass	Vandal

	Disorderly Conduct	Intoxicated	Loitering	Other	Security Check	Wellness/ Medical
JAN	64	33	64	11	150	102
FEB	68	22	61	36	162	93
MAR	83	28	62	32	210	101
APR	75	23	72	64	373	63
MAY	65	22	88	30	263	104
JUN	41	8	38	65	418	57
JUL	40	10	41	57	466	70
AUG	27	16	49	29	432	45

*Security Check call types include officers conducting proactive/routine checks of Transit facilities (bus stops, transit centers) to ensure these areas remain safe. Many of the items logged in this category result in no further action necessary but are still important to include in overall security data.



UPDATES

- 8.1.2022 Deputy Director Bobby Sisneros participated in National Night Out at Black Arroyo Park.
- 8.11.2022 ABQ Ride partnered with the City's Family & Community Services Department to add Singing Arrow Community Center to our list of many Park & Ride locations across Albuquerque.
- 8.22.2022 Mayor Tim Keller appointed Leslie Keener as the new Director for the Transit Department.
- 8.24.2022 In celebration of the start of the Fall 2022 semester at UNM, ABQ RIDE launched a new ART ridership campaign encouraging students to take advantage of the free transportation services being offered.



Implementation Costs	\$79,480	
Marketing & Media Promotions	\$79,005	
Fare Box Covers	\$475	
Maintenance Costs	\$410,972.25	
January	\$35,152.39	
February	\$44,477.25	
March	\$27,576.11	
April	\$65,790.20	
May	\$74,755.39	
June	\$32,139.74	
July	\$52,863.41	
August	\$78,217.76	
Fixed Route Operating Costs	\$1,401,379.08	
January	\$156,407.88	
February	\$148,726.31	
March	\$173,631.39	
April	\$169,531.78	
May	\$171,162.37	
June	\$176,604.33	
July	\$187,348.02	
August	\$217,967.00	
Paratransit Operating Costs	\$126,236.76	
January	\$13,752.96	
February	\$13,536.36	
March	\$16,429.68	
April	\$16,410.30	
May	\$16,264.38	
June	\$15,681.84	
July	\$15,530.22	
August	\$18,631.02	
Total	\$2,018,068.09	