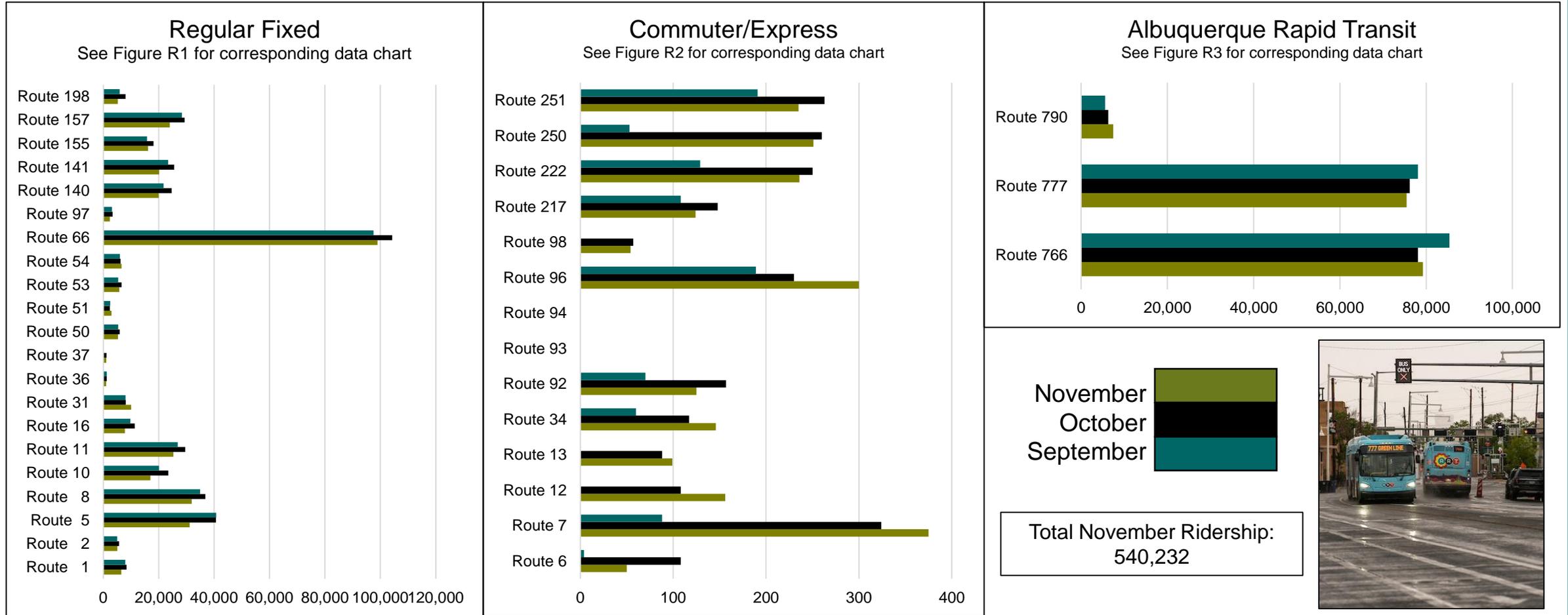


## NOVEMBER RIDERSHIP



# 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	1,185	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	1,304	835	6,572	2,583	7,461	6,746	112,876	3,758	27,554	23,567	16,581	31,390	7,191
SEP	6,548	5,114	31,152	31,936	17,028	25,272	7,777	10,063	987	1,107	5,332	2,935	5,783	6,619	99,007	2,369	19,981	20,200	16,143	24,001	5,209
OCT	8,380	5,648	40,650	36,832	23,517	29,559	11,328	8,105	1,201	1,171	5,905	2,349	6,555	6,200	104,260	3,333	24,708	25,590	18,121	29,382	8,006
NOV	7,964	5,007	40,751	34,943	20,061	26,903	9,719	7,995	1,216	0	5,396	2,513	5,396	5,951	97,559	3,101	21,746	23,407	15,812	28,386	5,891

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	414	478	169	97	183	74	32	58	338	55	187	288	224	269
AUG	33	628	239	123	139	114	18	14	353	52	152	201	227	247
SEP	50	375	156	99	146	125	0	0	300	54	124	236	251	235
OCT	108	324	108	88	117	157	0	0	230	57	148	250	260	263
NOV	4	88	0	0	60	70	0	0	189	0	108	129	53	191

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
SEP	79,254	75,487	7,423
OCT	78,059	76,192	6,264
NOV	85,409	78,095	5,539

# RIDERSHIP



Fixed Route 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	508,877
OCT	837,665	815,378	378,371	438,310	563,424
NOV	758,173	694,714	295,324	418,177	540,232
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	
<b>Total</b>	<b>9,159,709</b>	<b>7,670,422</b>	<b>3,976,603</b>	<b>5,114,724</b>	<b>2,700,162</b>

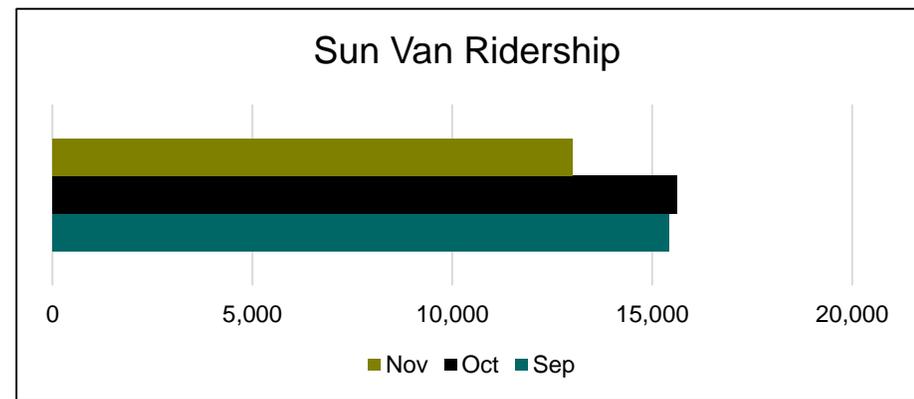
- Total 2022 Ridership to Date: 5,400,017
- 4.1% decrease from October, 2022
- 29.2% increase from November, 2021

# PARATRANSIT/SUN VAN

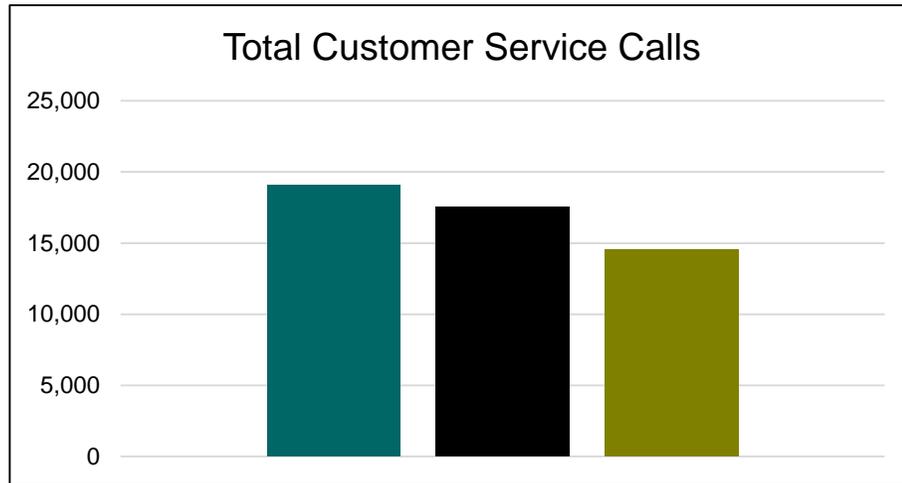
- 16.7% decrease from October 2022
- 2.1% increase from November 2021

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	70
Oct	90	88	32	59	94
Nov	63	53	25	46	104
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	
<b>Total</b>	<b>989</b>	<b>712</b>	<b>375</b>	<b>662</b>	<b>376</b>

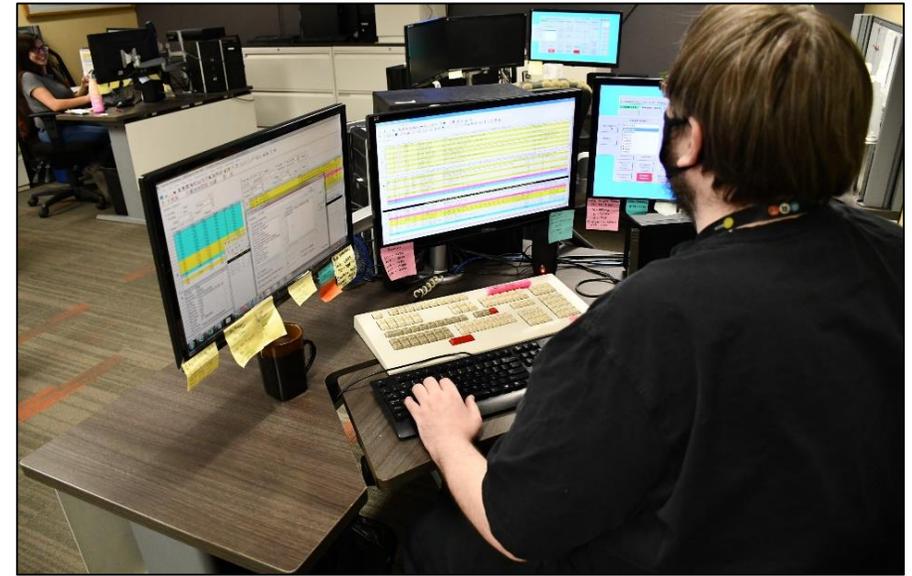
Paratransit (Sun Van) Ridership					
Month	FY19	FY20	FY21	FY22	FY23
Jul	20,659	20,732	6,786	10,901	13,623
Aug	23,534	22,168	7,031	12,623	16,343
Sep	21,363	21,228	7,127	13,165	15,423
Oct	24,424	23,554	7,479	14,007	15,611
Nov	21,388	19,867	5,800	12,727	13,002
Dec	19,004	19,496	6,094	12,097	
Jan	22,085	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	
<b>Total</b>	<b>258,750</b>	<b>196,386</b>	<b>90,315</b>	<b>156,288</b>	<b>74,002</b>



# CUSTOMER SERVICE

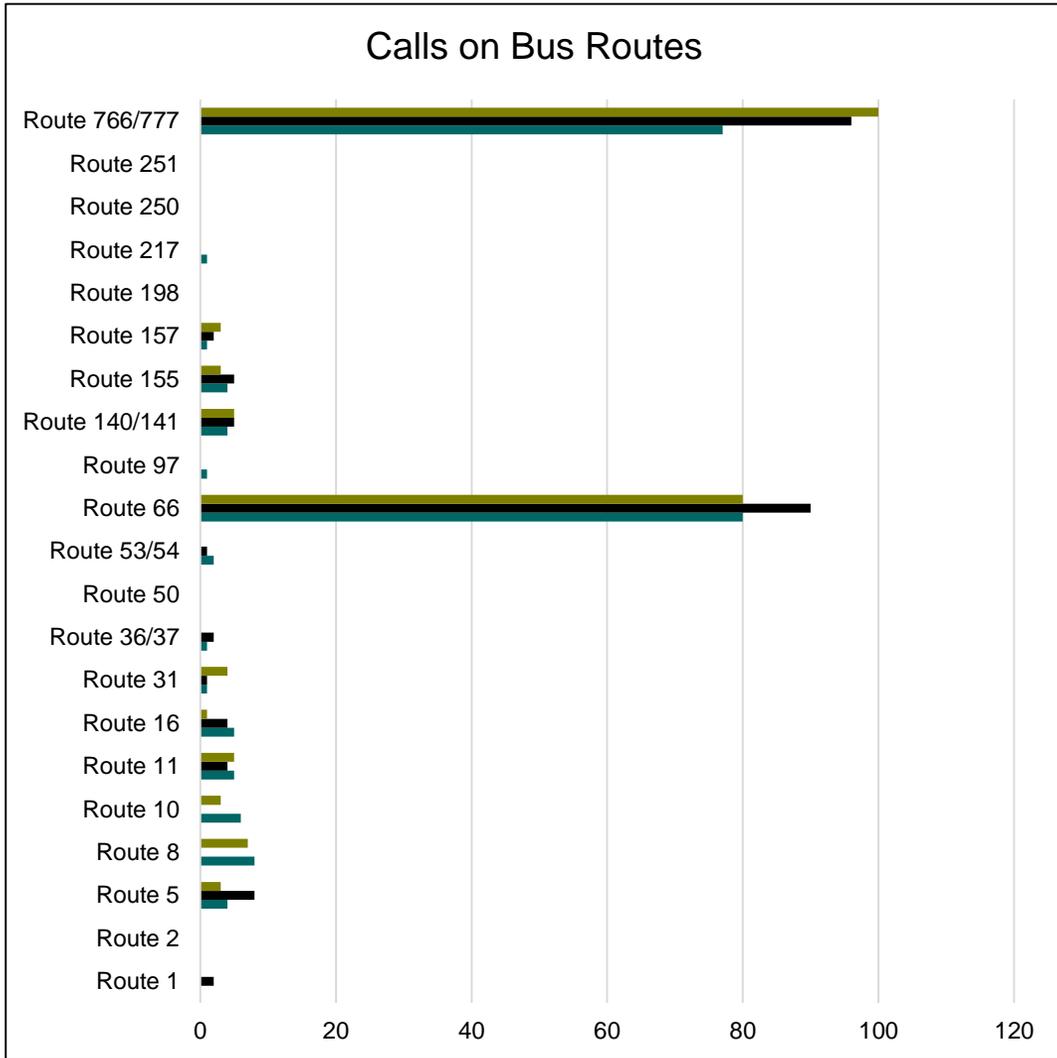


November  
October  
September



Calendar Year 2022 Customer Service Calls									
Month	Plan Your Ride			Sun Van Reservations			Total Calls		
	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
SEP	2,268	911	40.17	16,795	12,609	75.08	19,063	13,520	70.92
OCT	1,856	1,029	55.44	15,653	13,160	84.07	17,509	14,189	81.03
NOV	1,449	946	65.29	13,108	11,701	89.27	14,557	12,647	86.88

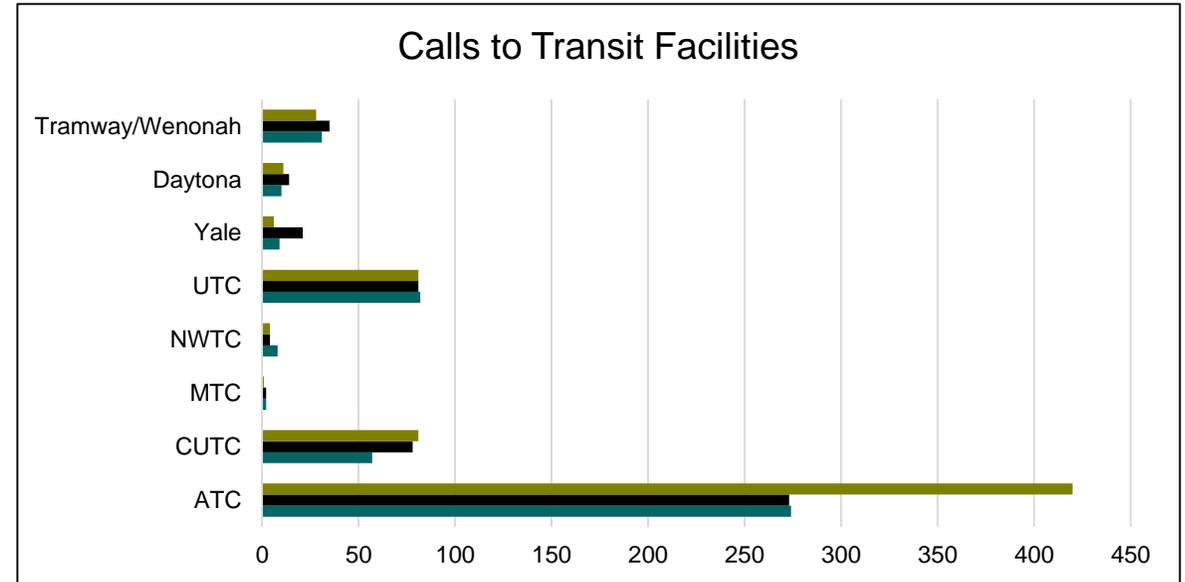
# SECURITY CALLS BY LOCATION



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



Month	Total Calls
January	463
February	485
March	600
April	703
May	612
June	653
July	727
August	682
September	694
October	760
November	861



# SECURITY CALLS BY LOCATION

- 13.3% increase in overall security calls from October 2022

Figure S1

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
SEP	274	57	2	8	82	9	10	31
OCT	273	78	2	4	81	21	14	35
NOV	420	81	1	4	81	6	11	28

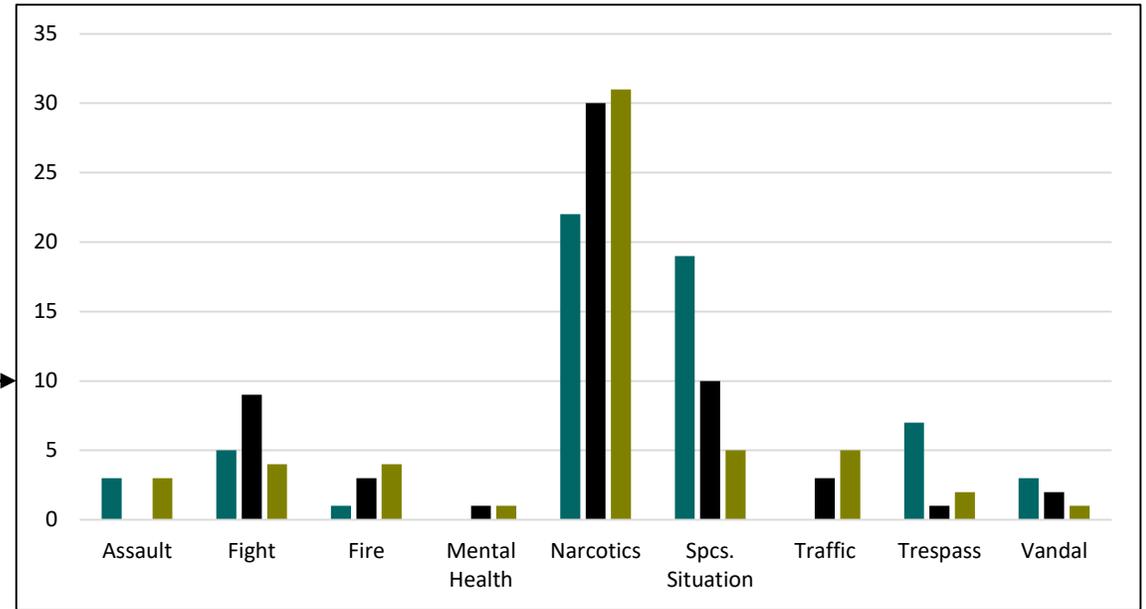


Figure S2

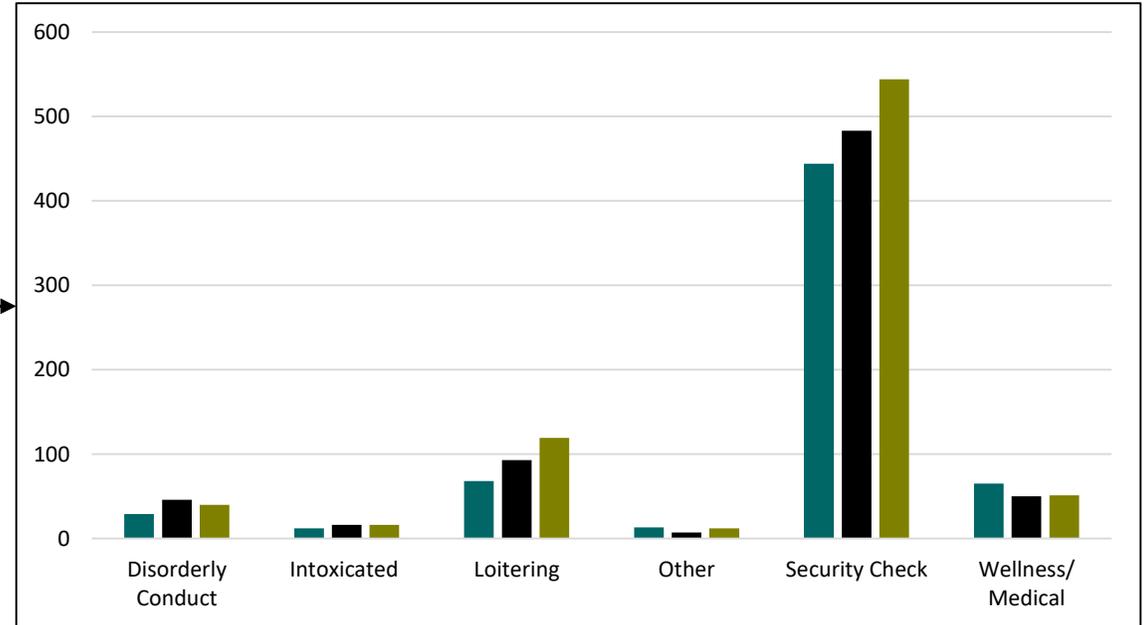
	Route 1	Route 2	Route 5	Route 8	Route 10	Route 11	Route 16	Route 31	Route 36/37	Route 50	Route 53/54	Route 66	Route 97	Route 140/141	Route 155	Route 157	Route 198	Route 217	Route 250	Route 251	Route 766/777
JAN	1	0	3	6	5	2	0	1	0	0	4	24	0	4	6	3	2	0	1	0	57
FEB	2	1	7	3	2	5	3	3	0	0	0	23	1	12	2	4	1	0	0	1	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
SEP	0	0	4	8	6	5	5	1	1	0	2	80	1	4	4	1	0	1	0	0	77
OCT	2	0	8	0	0	4	4	1	2	0	1	90	0	5	5	2	0	0	0	0	96
NOV	0	0	3	7	3	5	1	4	0	0	0	80	0	5	3	3	0	0	0	0	100

# 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
SEP	3	5	1	0	22	19	0	7	3
OCT	0	9	3	1	30	10	3	1	2
NOV	3	4	4	1	31	5	5	2	1



	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
SEP	29	12	68	13	444	65
OCT	46	16	93	7	483	50
NOV	40	16	119	12	544	51



\*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

**11.4.2022** – ABQ RIDE staff and contractors wrapped up the first phase of public engagement for the ABQ RIDE Forward Network Study.

**11.7.2022** – 149 drivers completed de-escalation training.

**11.15.2022** – The ABQ RIDE Planning team held a public meeting to hear community feedback on a new Park-and-Ride location in the southwest quadrant of Albuquerque.

**11.19.2022** – ABQ RIDE increased the pay rate for new Motorcoach Operators and Sun Van Chauffeurs.

**11.19.2022** – ABQ RIDE participated in a Stuff the Bus event with the City of Albuquerque’s Family & Community Services, and Animal Welfare Departments to collect items for homeless children and pets.

**11.24.2022** – ABQ RIDE sold out the 57<sup>th</sup> Annual Luminaria Tour in just over 3 hours.



<b>Implementation Costs</b>	<b>\$79,480</b>
Marketing & Media Promotions	\$79,005
Fare Box Covers	\$475
<b>Maintenance Costs</b>	<b>\$527,885.69</b>
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
September	\$44,714.17
October	\$45,021.36
November	\$27,177.91
<b>Fixed Route Operating Costs</b>	<b>\$1,998,016.29</b>
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
September	\$188,284.49
October	\$208,466.88
November	\$199,885.84
<b>Paratransit Operating Costs</b>	<b>\$176,437.80</b>
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
September	\$17,582.22
October	\$17,796.54
November	\$14,822.28
<b>Total</b>	<b>\$2,781,819.78</b>