

# WHY ZERO FARES?



Promote Equity



Improve Ridership

Promote a Healthy Lifestyle



Economic Development

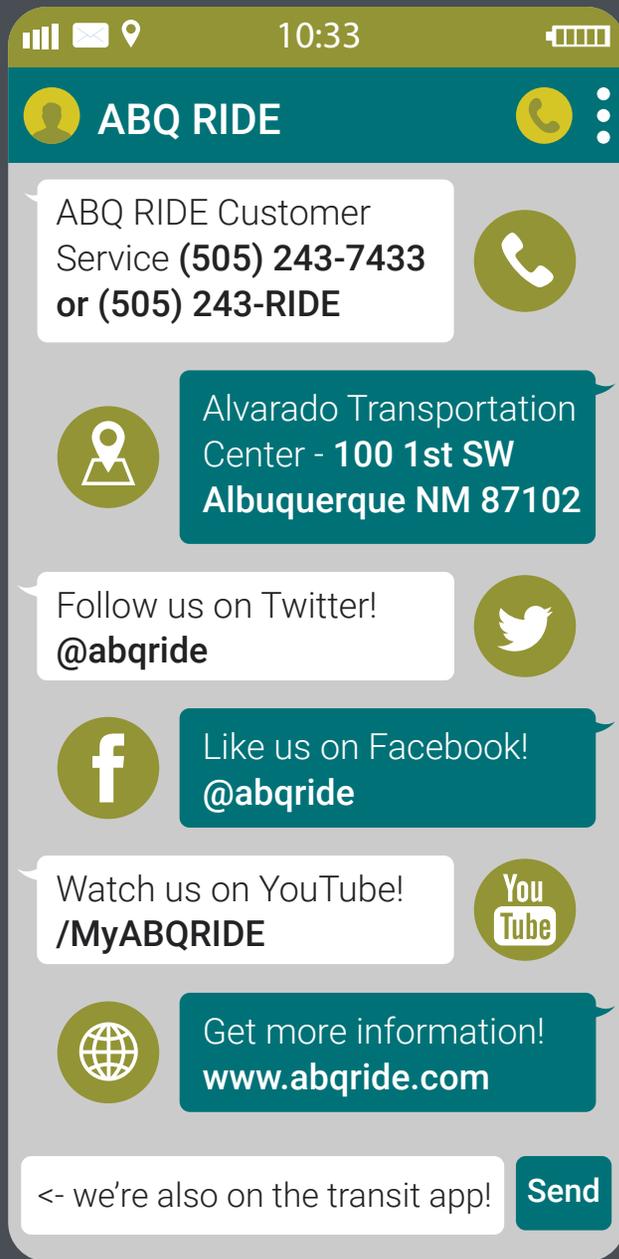


Help the Environment



Reduce Traffic

# CONTACT US



# THE ZERO FARES PILOT PROGRAM

JANUARY 2, 2022 - DECEMBER 31, 2022



Learn more at [cabq.gov/zerofares](http://cabq.gov/zerofares)

During 2022, passengers will not have to pay to ride our public transit: Sun Van, ART, and ABQ RIDE.



# FAQs | Frequently Asked Questions

**Q** Are the Sun Vans also part of the Zero Fares pilot program?

**A** Yes! The Sun Vans are participating in the Zero Fares pilot program.

**Q** Is the Rail Runner part of the Zero Fares pilot program too?

**A** No. Decisions about how the Rail Runner operates are made by the State of New Mexico, not the City of Albuquerque.

**Q** How is this being paid for?

**A** This program is being paid for with a one-time non-recurring appropriation by the City Council.

**Q** I bought a one/three/six/twelve month bus pass. Can I get a refund?

**A** If a one month pass has been activated, refunds will not be provided. Non-activated passes will be provided a full refund. Pro-rated refunds will be provided for 3, 6, and 12 month passes. Refunds will be made by check to the requesters' home address and will take 1-2 weeks to process. Requests can be made through ABQ RIDE's Customer Service Office.

**Q** Is this program permanent?

**A** The current timeline for this program is January 2, 2022 through December 31, 2022.

**Q** Does the Zero Fares Program apply to all of Albuquerque?

**A** Yes, this pilot program is being implemented in all of ABQ RIDE's services.

