MARCH RIDERSHIP

Regular Fixed Routes

Bar chart of ridership by route (January, February, March) for Routes 1, 2, 5, 8, 10, 11, 16, 31, 36, 50, 51, 53, 54, 66, 92, 96, 97, 140, 141, 155, 157, 198, 222, 251. Y-axis scaled 0 to 120,000.

Albuquerque Rapid Transit

Bar chart of ridership (January, February, March) for Route 766 and Route 777. Y-axis scaled 74,000 to 92,000.

JANUARY FEBRUARY MARCH

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	579,365
JAN	716,045	729,005	275,283	422,724	547,662
FEB	698,976	764,293	275,242	401,963	523,320
MAR	757,396	630,292	356,489	469,247	572,142
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	4,949,651

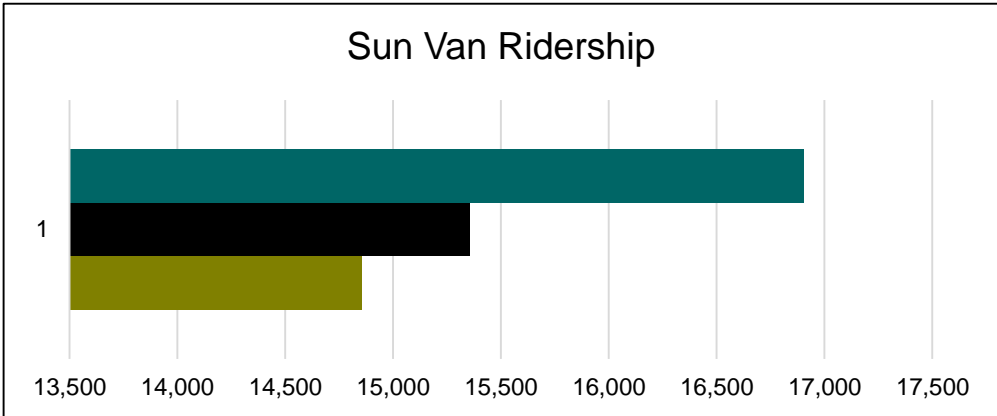- 9% increase from February, 2023

- 22% increase from March, 2022

PARATRANSIT/SUN VAN

- 10% increase from February 2023
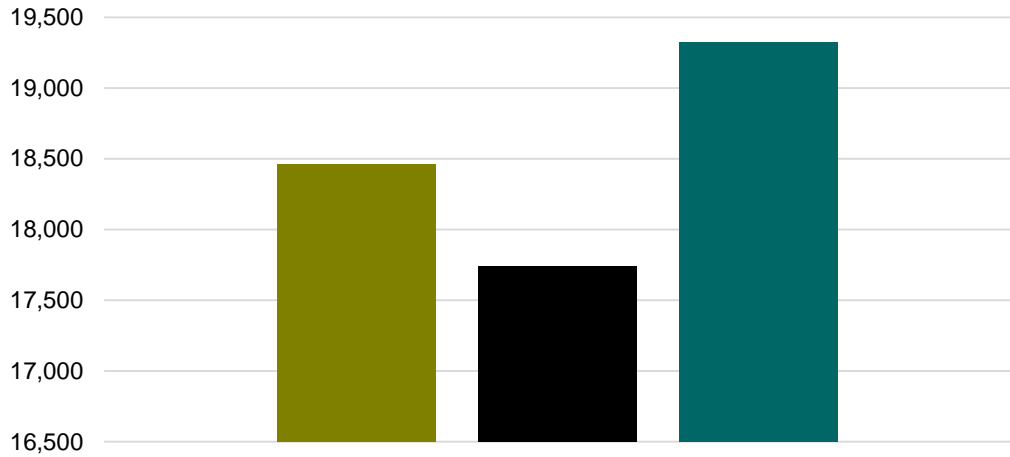- 18% increase from March 2022

Sun Van Applications					
Month	FY19	FY20	FY21	FY22	FY23
Jul	78	76	18	37	59
Aug	91	91	22	86	50
Sep	67	82	26	67	105
Oct	90	88	32	58	95
Nov	63	72	25	39	104
Dec	66	84	19	44	32
Jan	70	64	20	37	52
Feb	91	75	29	50	40
Mar	83	42	34	44	51
Apr	94	7	47	37	
May	112	20	37	93	
Jun	89	30	67	64	
Total	994	731	376	656	628

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	14,208
Jan	22,085	21,475	6,331	12,064	14,855
Feb	20,686	20,618	6,179	11,874	15,359
Mar	21,993	12,795	8,165	14,412	16,903
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	137,274

Sun Van Ridership

CUSTOMER SERVICE

Total Customer Service Calls
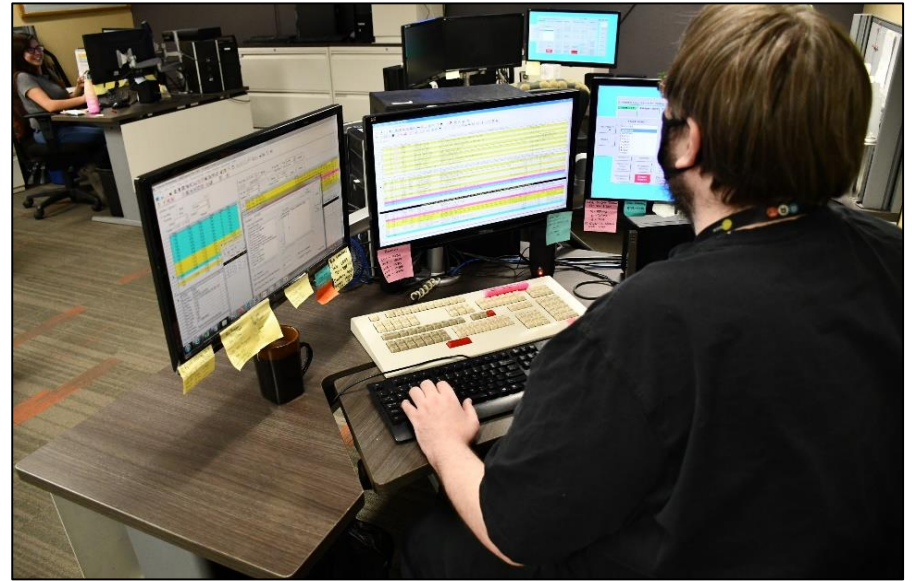
Month	Plan Your Ride			Sun Van Reservations			Total Calls		
	Calls Presented	Calls Handled	%	Calls Presented	Calls Handled	%	Calls Presented	Calls Handled	%
JUL	2,043	1,477	72.3	13,712	12,340	89.99	15,755	13,817	87.7
AUG	2,112	1,229	58.19	16,288	13,864	85.12	18,400	15,093	82.02
SEP	2,268	911	40.17	16,795	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
DEC	1,627	1,231	75.66	13,985	12,752	91.18	15,612	13,983	89.56
JAN	1,783	1,423	79.81	16,680	15,603	93.54	18,463	17,026	92.21
FEB	1,875	1,381	73.65	15,870	14,349	90.42	17,745	15,730	88.64
MAR	1,895	1,276	67.34	17,427	15,412	88.44	19,322	16,688	86.36

SECURITY

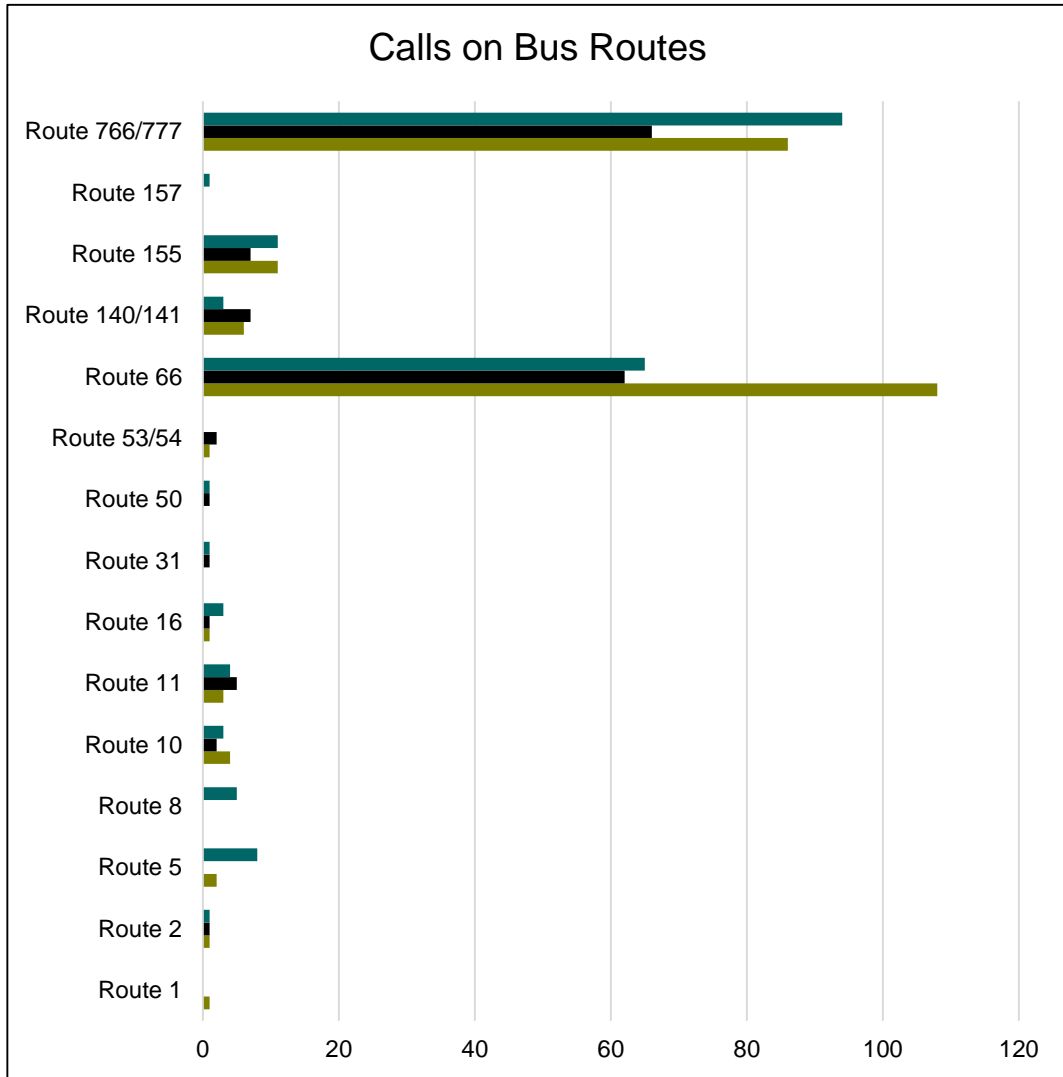## Security Calls vs. Security Checks

— Total Security Calls — Security Check
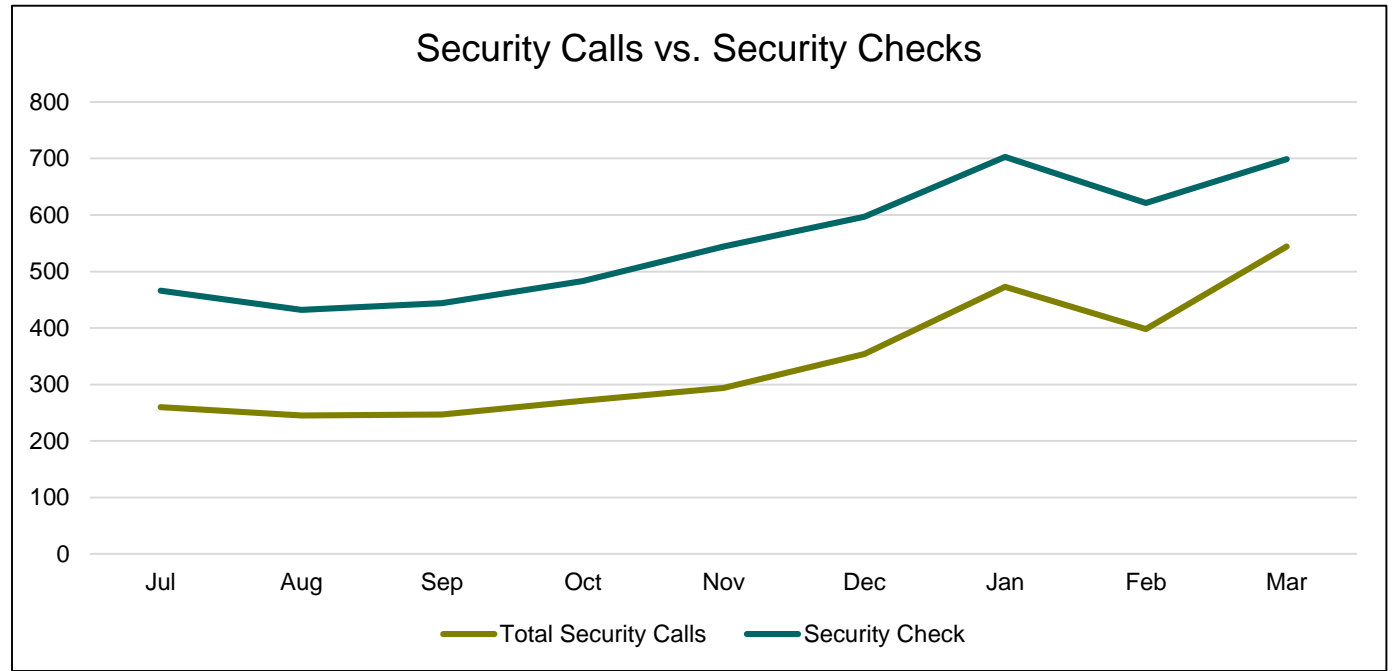
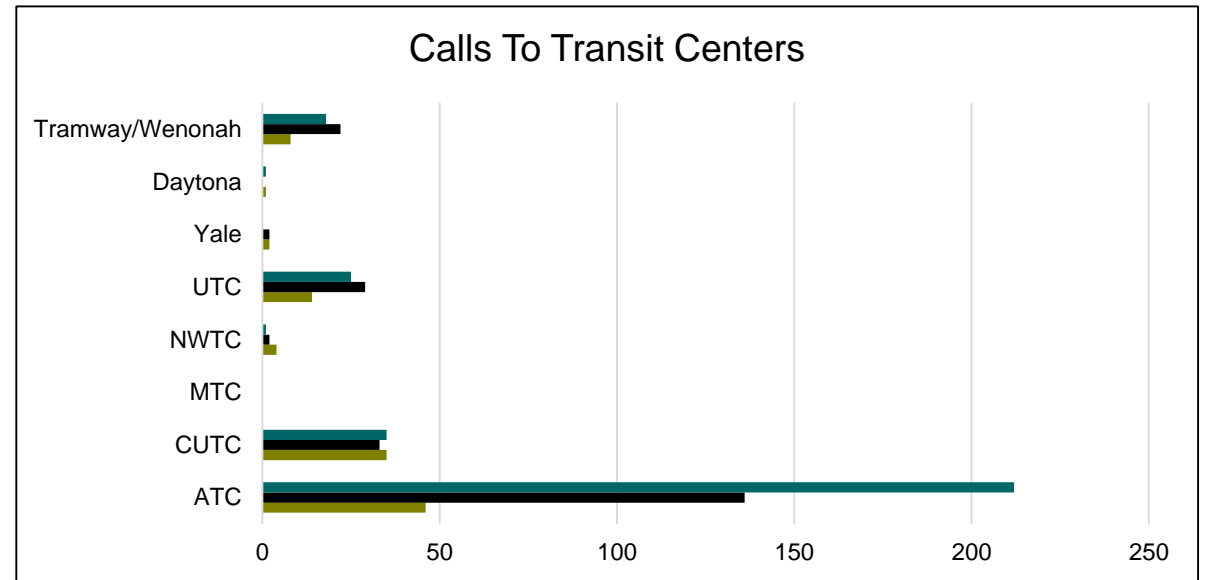*Security Checks include officers conducting proactive/routine checks of Transit facilities (bus stops, transit centers) to ensure these areas remain safe.

Month	Total Security Calls	Security Check
Jul	260	466
Aug	245	432
Sep	247	444
Oct	271	483
Nov	294	544
Dec	354	597
Jan	473	703
Feb	398	621
Mar	495	699

SECURITY CALLS BY LOCATION

Calls on Bus Routes

Legend: March (teal), February (black), January (olive)

- Route 766/777
- Route 157
- Route 155
- Route 140/141
- Route 66
- Route 53/54
- Route 50
- Route 31
- Route 16
- Route 11
- Route 10
- Route 8
- Route 5
- Route 2
- Route 1

(x-axis: 0, 20, 40, 60, 80, 100, 120)

Calls To Transit Centers

- Tramway/Wenonah
- Daytona
- Yale
- UTC
- NWTC
- MTC
- CUTC
- ATC

(x-axis: 0, 50, 100, 150, 200, 250)

SECURITY CALLS BY LOCATION

Figure S1

FY23	ATC	CUTC	MTC	NWTC	UTC	Yale	Daytona	Tramway/Wenonah
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
DEC	441	121	0	7	96	6	16	43
JAN	46	35	0	4	14	2	1	8
FEB	136	33	0	2	29	2	0	22
MAR	214	36	0	1	25	0	1	18

Figure S2

FY23	Route 1	Route 2	Route 5	Route 8	Route 10	Route 11	Route 16	Route 31	Route 50	Route 53/54	Route 66	Route 140/141	Route 155	Route 157	Route 766/777
JUL	0	0	7	5	6	4	2	2	0	1	31	4	0	2	52
AUG	0	1	1	2	6	3	0	1	1	2	57	3	3	2	46
SEP	0	0	4	8	6	5	5	1	0	2	80	4	4	1	77
OCT	2	0	8	0	0	4	4	1	0	1	90	5	5	2	96
NOV	0	0	3	7	3	5	1	4	0	0	80	5	3	3	100
DEC	0	17	7	4	1	1	0	1	2	0	52	10	10	2	117
JAN	1	1	2	0	4	3	1	0	0	1	108	6	11	0	86
FEB	0	1	0	0	2	5	1	1	1	2	62	7	7	0	66
MAR	0	1	8	5	3	4	3	1	1	0	65	3	11	1	94

SECURITY CALLS BY TYPE

FY23	Assault	Fight	Fire	Mental Health	Traffic	Trespass	Vandal	Suspicious Situation
JUL	0	8	1	1	2	3	3	8
AUG	1	7	0	0	0	2	5	31
SEP	3	5	1	0	0	7	3	19
OCT	0	9	3	1	3	1	2	10
NOV	3	4	4	1	5	2	1	5
DEC	3	3	3	0	1	1	3	11
JAN	1	12	4	0	0	2	1	10
FEB	1	9	7	0	2	9	1	4
MAR	2	10	6	3	6	16	0	13
APR								
MAY								
JUN								
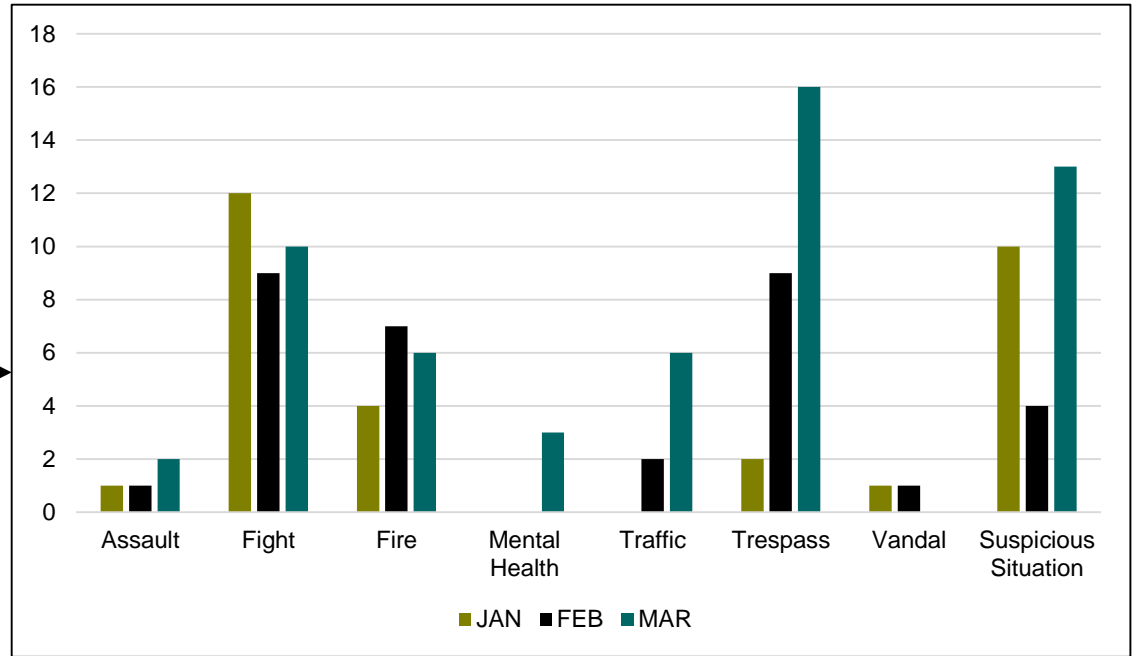
FY23	Intoxicated	Other	Narcotics	Disorderly Conduct	Loitering	Wellness/Medical
JUL	10	57	16	40	41	70
AUG	16	29	33	27	49	45
SEP	12	13	22	29	68	65
OCT	16	7	30	46	93	50
NOV	16	12	31	40	119	51
DEC	13	16	53	49	116	64
JAN	14	16	61	61	179	63
FEB	23	21	41	45	134	64
MAR	26	22	84	62	186	59
APR						
MAY						
JUN						
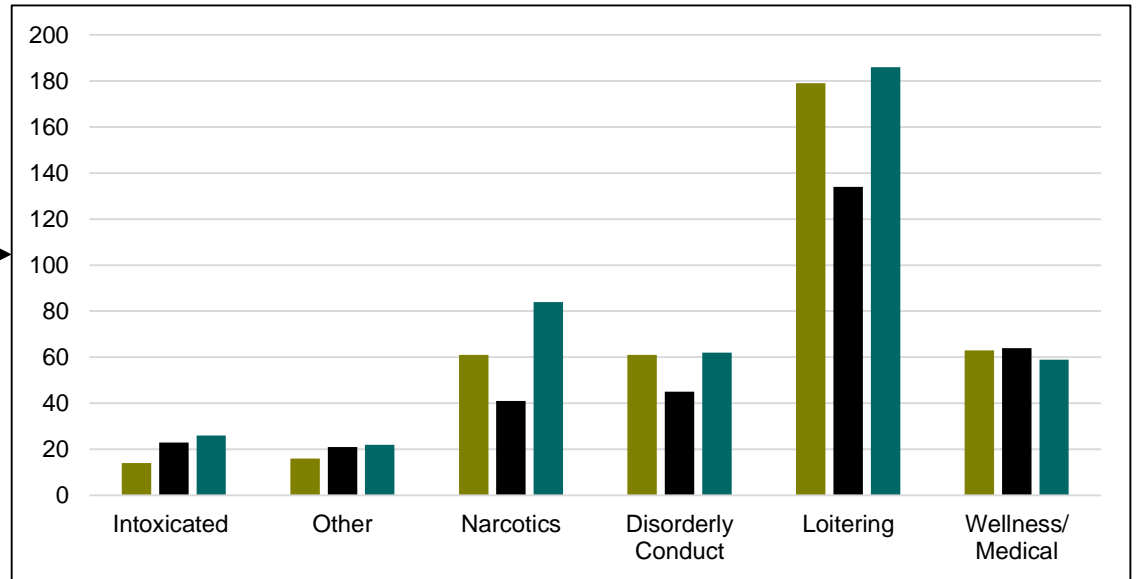
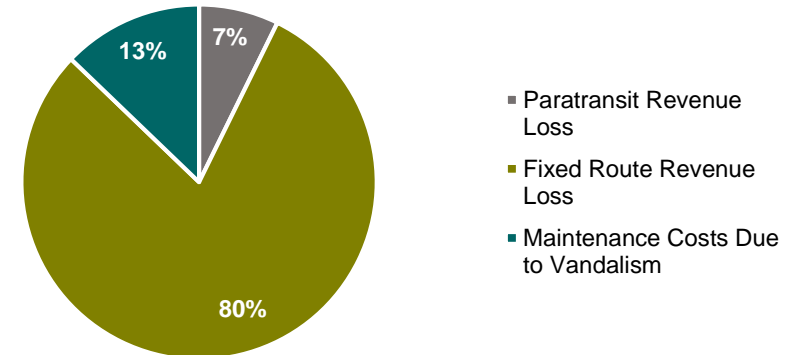## Monthly Updates & Accomplishments

- Welcomed 3 new Transit Support Service Representatives

- Celebrated Driver Appreciation Day

- Began Myths vs. Facts marketing & social media campaign

- Completed purchase order for 35 CNG buses

- Closed 47 service requests from 311 related to bus stops

- Made improvements to bus stops including striping and handicap/bike decals to increase safety

- Successfully rolled out new changes to bus service

- Hired 7 new Motorcoach Operators and 3 new Sun Van Chauffeurs

- Mechanics completed 623 work orders.

Monthly Cost Assessment

March 2023 Cost Assessment

- Paratransit Revenue Loss — 7%
- Fixed Route Revenue Loss — 80%
- Maintenance Costs Due to Vandalism — 13%

Cost		
Revenue Loss		
	Mar-22	Mar-23
Paratransit	$16,429.68	$19,269.42
Fixed Route	$173,631.39	$211,692.54
Maintenance Costs Due to Vandalism		
	Mar-22	Mar-23
Vandalism related road call	$1,183.56	$12,645.34
Vandalism	$26,579.03	$21,314.18
Total	**$217,823.66**	**$309,907.48**