

# THE ZERO FARES

PILOT PROGRAM

ONE  
ALBUQUE  
ROQUE transit



**The Evolution of Zero Fares**  
Leslie Keener, ABQ Ride Transit Director





## FARE REVENUE

FY 19.....\$3,490,000

FY 20.....\$2,890,000

## FARES

Fixed Route.....\$1

Sun Van.....\$2

# ABQ RIDE

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BEFORE

# ZERO FARES

- FY 21 Administration & Council Budget Priority
  - Began process of eliminating transit fares
  - Reduce barriers and improve economic opportunity and prosperity for transit users
- As of March 1, 2021 began moving toward Zero Fares
  - Anyone over the age of 60 (with valid ID)
  - All students under the age of 25 (with a valid school ID or school schedule)



# ZERO FARES

## PROS

- Drivers no longer have to check various forms of ID or collect fares
- Public transit becomes more equitable and affordable
  - 70% of our riders have household incomes less than 150% of the federal poverty level
- Possible ridership increase
- Less negative interactions with passengers as they board
- Faster load and unload times at front of bus
- Fare collection costs eliminated
- Low farebox recovery

## CONS

- Potential increase in ridership means possible increase in costs related to security, maintenance, operations etc.
- Potential increase in vandalism, graffiti, and rowdiness, which have been known to discourage “choice rider” ridership
- Potential increase in incidents/altercations as a result of higher ridership
- “Zero fares” may equate to “zero rules apply” mentality for some passengers
- Crowded conditions can discourage ridership
- CNM/UNM Contracts
- Constraints on level of service provided due to staffing shortage for both buses and Sun Van





JANUARY 2, 2022 -  
DECEMBER 31, 2022

ABQRIDE

# THE ZERO FARES PILOT PROGRAM

## Why Zero Fares?



Help the Environment



Reduce Traffic



Improve Ridership



Economic Development



Promote a Healthy Lifestyle



Promote Equity

SUNVAN

ART

During 2022, passengers will not have to pay to ride our public transit: Sun Van, ART, and ABQ RIDE. For more information, visit [cabq.gov/zerofares](http://cabq.gov/zerofares)



ONE  
ALBUQUE  
RQUE



Download the transit app!





# PATH TO ZERO FARES

## WHY IMPLEMENT A ZERO FARES PILOT PROGRAM?

- Reduce environmental impact
- Equity
- Encourage ridership

## ACTION TAKEN BY CITY ADMINISTRATION AND CITY COUNCIL

- In September 2021, City Council passed and adopted legislation to implement The Zero Fares Pilot Program to commence on Jan 2, 2022 for 12 months
- The pilot program was extended 6 months thru June 30, 2023
- November 2022, council began discussions on a zero fare pass program
- February 2023, Zero Fares Continues until
  - Analysis & Recommendation provided (9/30)
  - Council ordains to continue or eliminate
- April 2023, City Council passed and adopted legislation to establish permanent zero fare on ART and SunVan



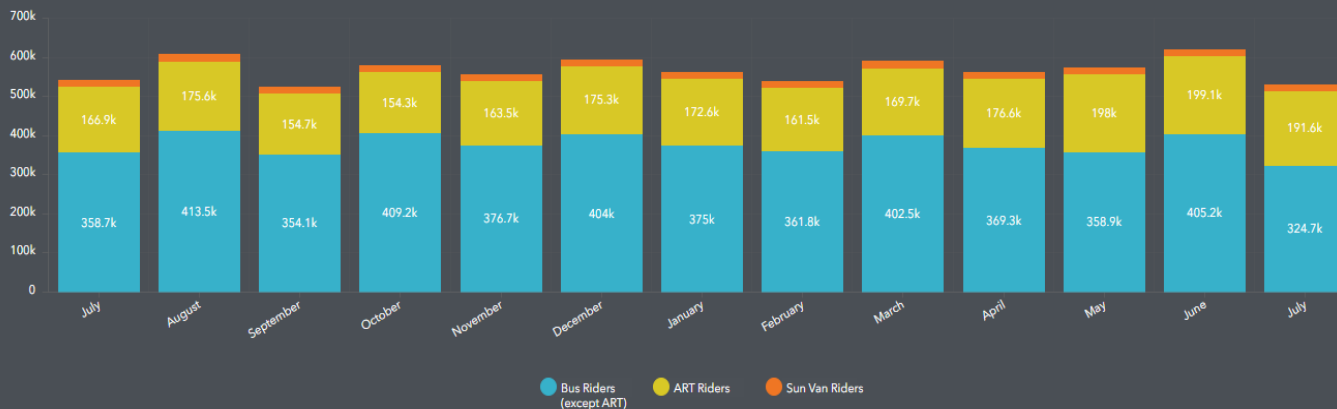
FY '22  
**5.1M**

Fixed Route Riders

FY '23  
**6.7M**

Fixed Route Riders

Ridership FY '23 & FY '24



July '23  
**516.3k**

Fixed Route Passengers

Fixed Routes = ART and regular routes

July '23  
**14.8k**

Sun Van Passengers

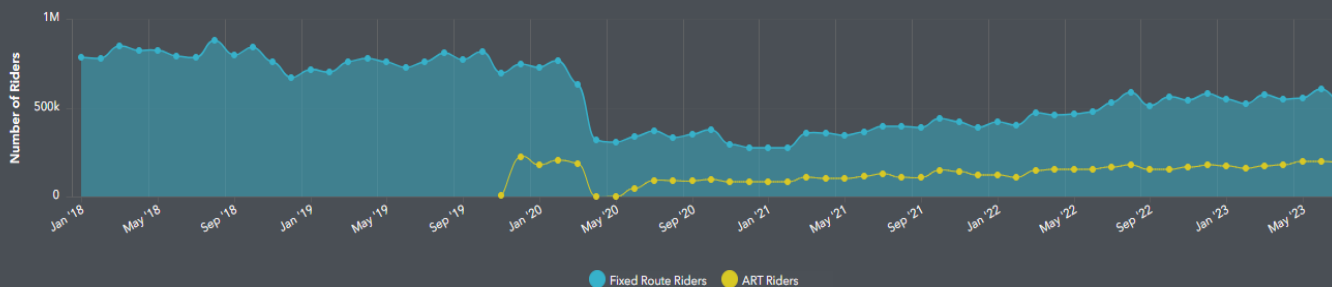
FY '22  
**1.6M**

ART Riders

FY '23  
**2.1M**

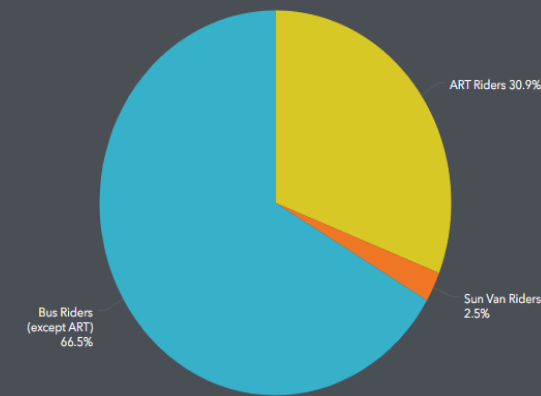
ART Riders

### Fixed Route Ridership



Fixed Route Ridership counts all passengers on regular routes and ART service. 2018 to present

Percentage of Total Ridership by Transit Mode - July '23



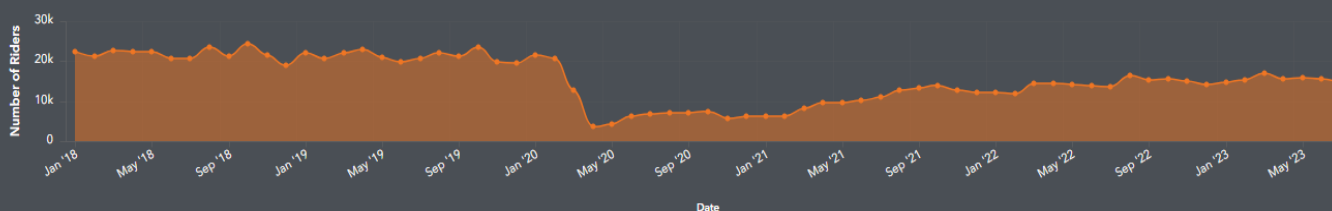
FY '22  
**156.3k**

SunVan Riders

FY '23  
**184.2k**

SunVan Riders

### SunVan Ridership



2018 to present

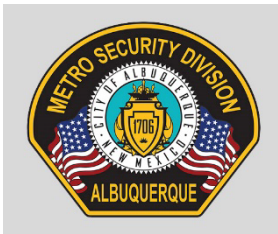
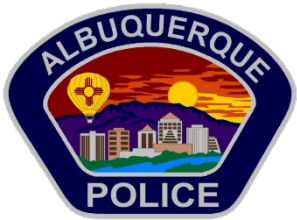
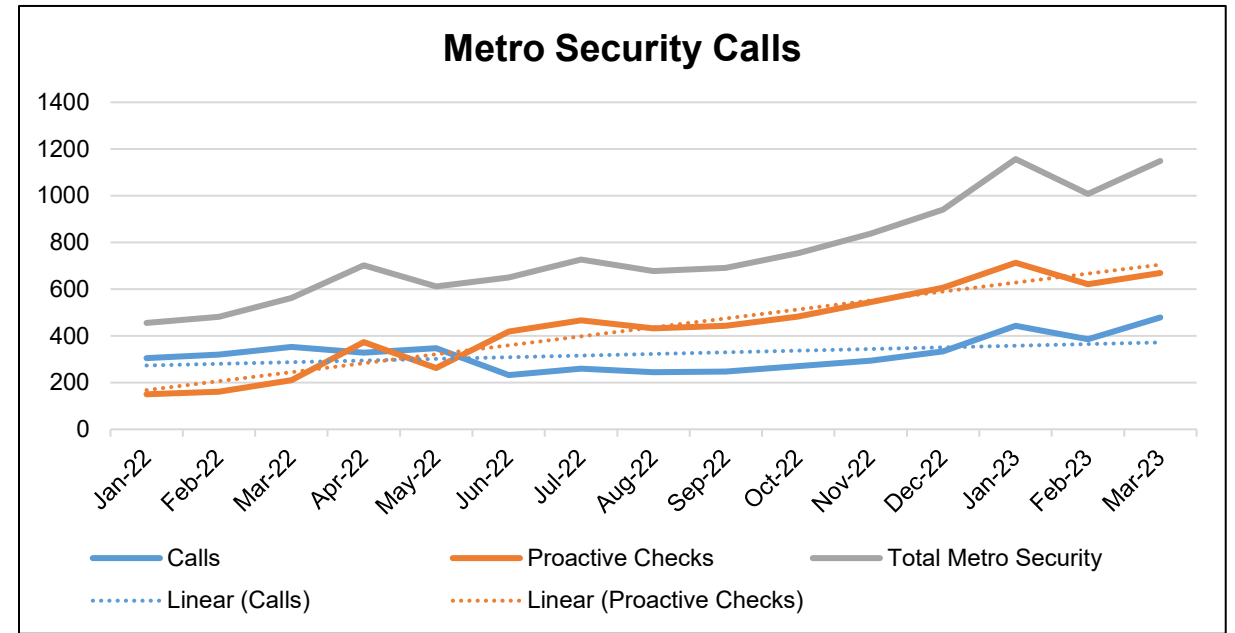
Date	Bus Riders (except A...	ART Riders	Sun Van Riders	Total Riders
Jul '22	358,668	166,861	13,623	539,152
Aug '22	413,530	175,570	16,343	605,443
Sep '22	354,137	154,740	15,423	524,300
Oct '22	409,174	154,250	15,611	579,035
Nov '22	376,728	163,504	14,949	555,181
Dec '22	404,024	175,341	14,208	593,573
Jan '23	375,029	172,633	14,855	562,517
Feb '23	361,795	161,525	15,359	538,679
Mar '23	402,454	169,688	16,903	589,045
Apr '23	369,303	176,622	15,507	561,432
May '23	358,869	198,032	15,901	572,802
Jun '23	405,201	199,052	15,549	619,802
Jul '23	324,694	191,619	14,760	531,073

Reporting 12 months of service this Fiscal Year

# Increased Safety & Security Presence

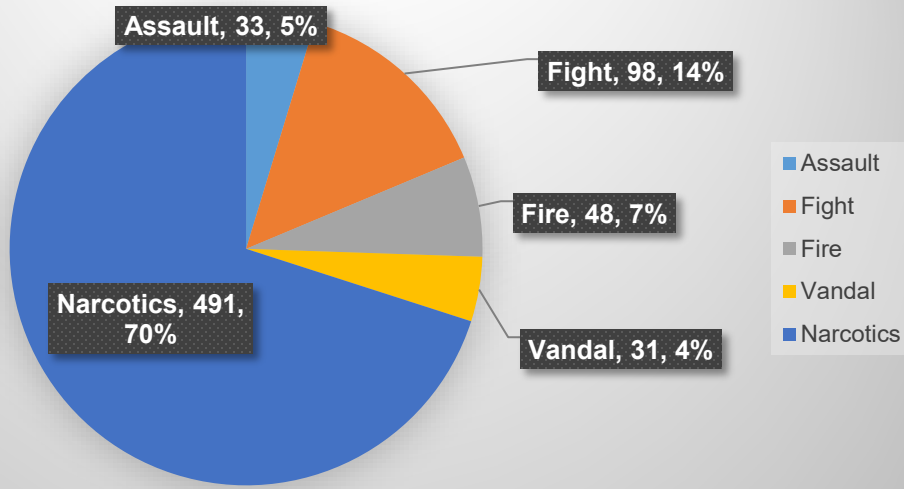
ABQ RIDE continues to build our relationship with APD, Metro Security, AFR, and other safety partners through weekly meetings to discuss and find solutions to safety concerns.

We take data from ABQ RIDE Accident & Incident Reports, Metro Security, and APD to identify trends that are used to come up with new solutions to create a safer transit system for staff and passengers.

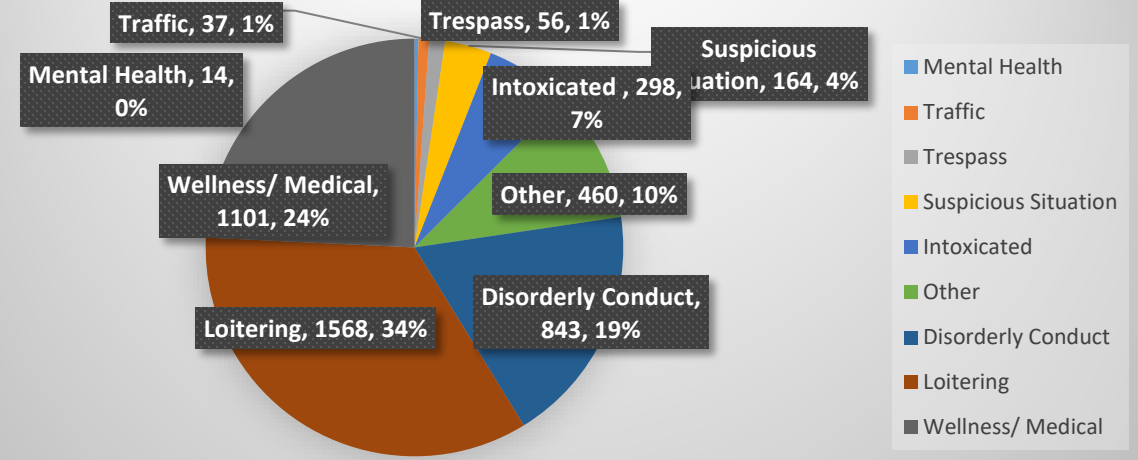




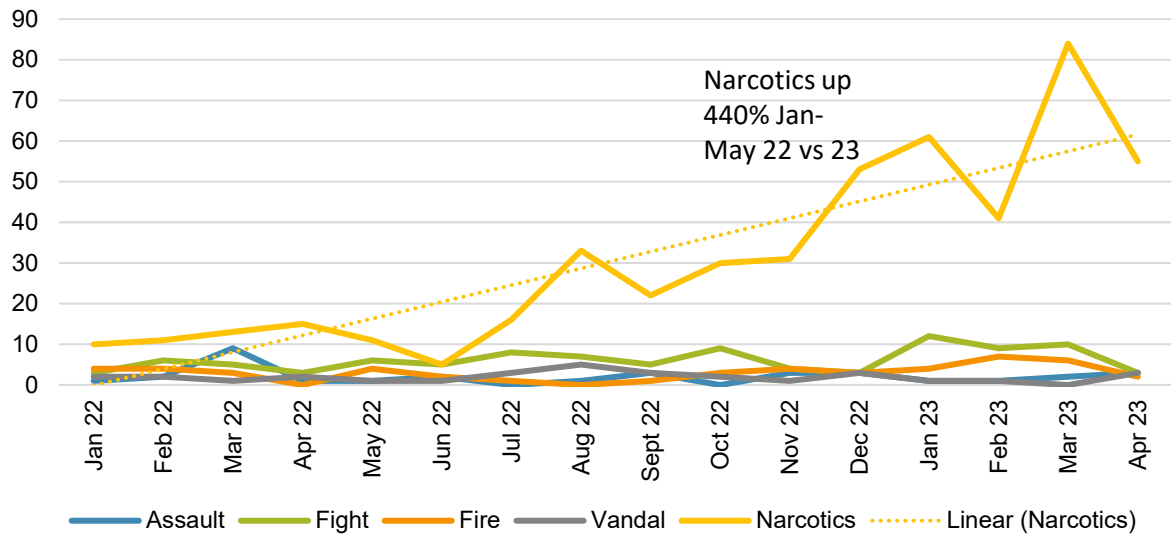
## Group A Incidents since Zero Fares (Jan 22 - May 23)



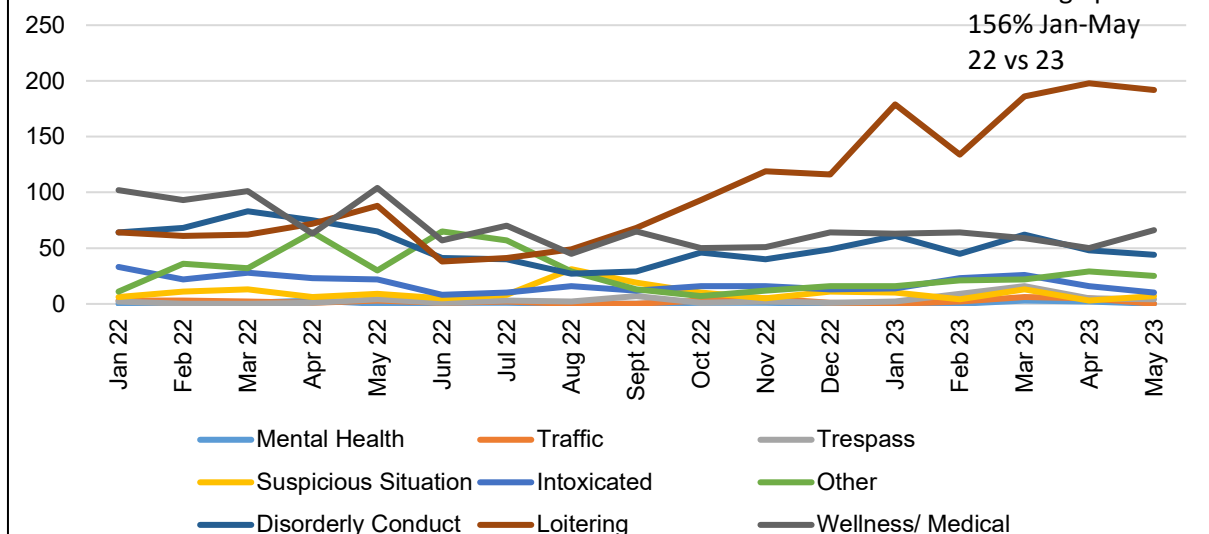
## Group B Incidents Since Zero Fares (Jan 22 - May 23)



## Group A incidents since Zero Fares by Month (Jan 22 - May 23)



## Group B incidents since Zero Fares by Month (Jan 22 - May 23)





## Possible Future Outcomes

- Will fixed route remain Zero Fares?
- Will a Zero Fare Identification-Pass Program get implemented?
- Will a fare be re-established?

# QUESTIONS