



City of El Paso | Sun Metro

State of the System Report

July 2022



Table of Contents

1	Introduction.....	1
2	System Overview	13
3	System Performance	55
4	Bus Rider Characteristics.....	79
5	Streetcar Rider Characteristics.....	105
6	Market Analysis	131
7	Route Profiles.....	183

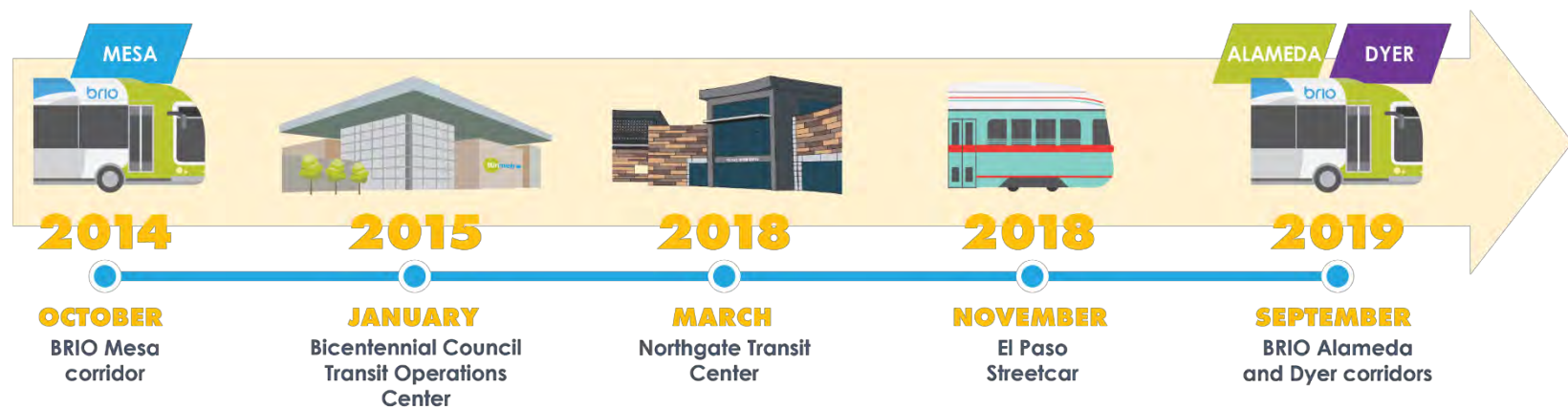
Prepared by:



1 INTRODUCTION

Sun Metro is the City of El Paso's public transportation provider. Sun Metro is a department within the City that mainly relies on a half-cent sales tax, federal grant funding, and fare revenue to operate bus, paratransit, and streetcar service.

Sun Metro's mission is to connect the community through high quality transit services. Over the past decade, Sun Metro has been hard at work completing capital projects and launching BRIO, its successful Bus Rapid Transit (BRT) network. In late 2022, Sun Metro will add a fourth BRIO corridor along Montana Ave which will link the Eastside Transit Center and new Far East Transit Center to the BRIO network.



Sun Metro Rising

Sun Metro Rising is a comprehensive evaluation of the entire Sun Metro system. The result of Sun Metro Rising will be a redesign of the bus network and road map for optimizing transit service for residents and visitors of the City of El Paso.



Key goals of Sun Metro Rising include:



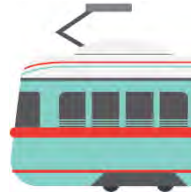
Analyze evolving ridership and travel patterns



Engage riders, stakeholders, and Sun Metro staff



Improve connectivity between local routes and BRIO corridors



Maximize the potential of the El Paso Streetcar



Redesign Sun Metro service to meet the current and future needs



Identify new funding opportunities and potential funding partnerships

State of the System Report

As the first deliverable of the study, the **State of the System** report details the existing and evolving conditions of Sun Metro.

Chapter 2 provides an overview of Sun Metro service offerings and supporting capital facilities.

Chapter 3 describes system ridership and on-time performance trends.

Chapters 4 and 5 present results of recent Sun Metro bus and streetcar rider surveys.

Chapter 6 examines the City's demographic characteristics, employment densities, and travel patterns.

Chapter 7 provide a detailed analysis of each route in the Sun Metro system.

Chapter 8 summarizes key strengths, weaknesses, and opportunities identified in previous chapters of the report.

The **State of the System** report will serve as the foundation for the development of initial service concepts.

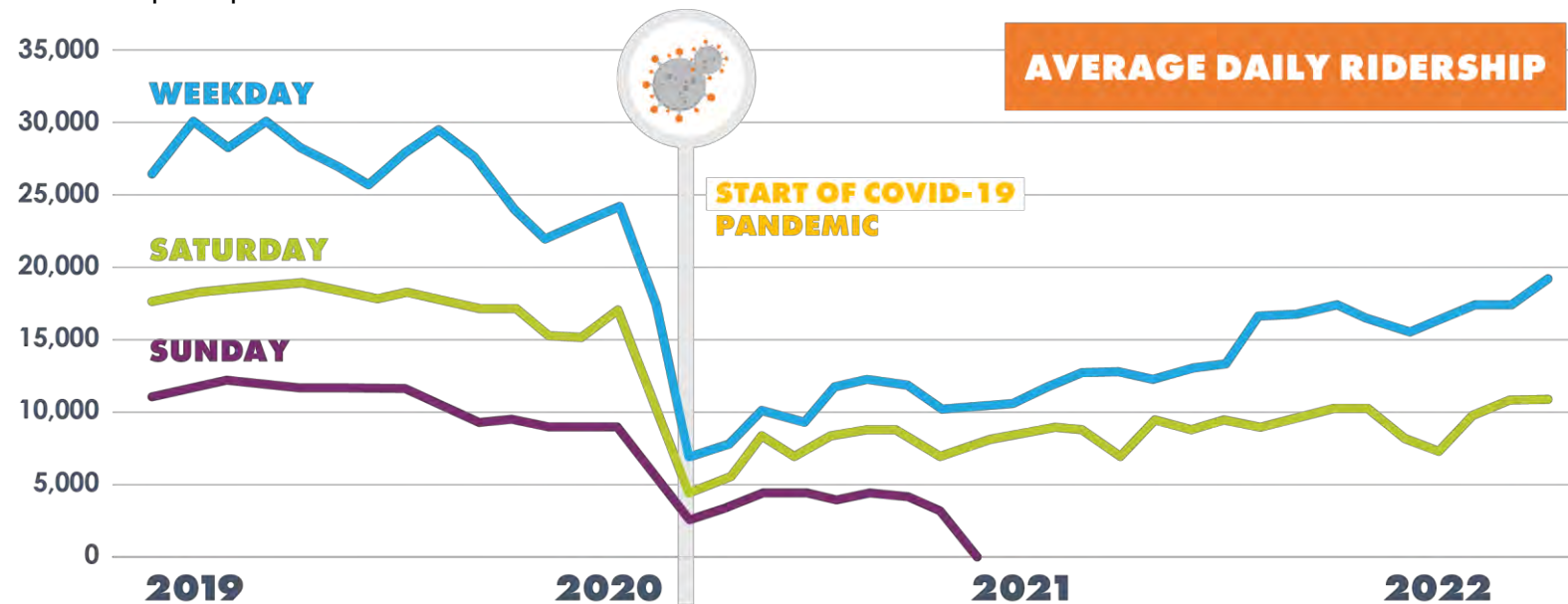
Study Timeline



Key Findings

Ridership Recovery

Transit systems across the country experienced unprecedented ridership losses during the COVID-19 pandemic. Sun Metro was no exception. However, weekday and Saturday ridership has been increasing steadily since March 2020 and is now at 63% of pre-pandemic levels.



BRIO

BRIO routes serve as the backbone of the Sun Metro transit network. Collectively, BRIO routes serve every transit center and connect with 42 of 50 regular routes.

BRIO routes provide fast and frequent service, with stations spaced $\frac{3}{4}$ to 1 mile apart and buses running every 10-15 minutes.

BRIO routes alone account for 40% of system ridership. BRIO routes and the underlying local routes that run on the same segments account for 65% of system ridership.

Over 85,000 El Paso residents live within $\frac{1}{2}$ mile of a BRIO station. Nearly 65,000 jobs are within the same walkshed.



Transit Centers

The Sun Metro route network is supported by seven transit centers that serve as safe and comfortable connection points for riders and vital layover locations for bus operators. Transit centers include a range of amenities such as indoor waiting areas, restrooms, real-time arrival information, and parking.

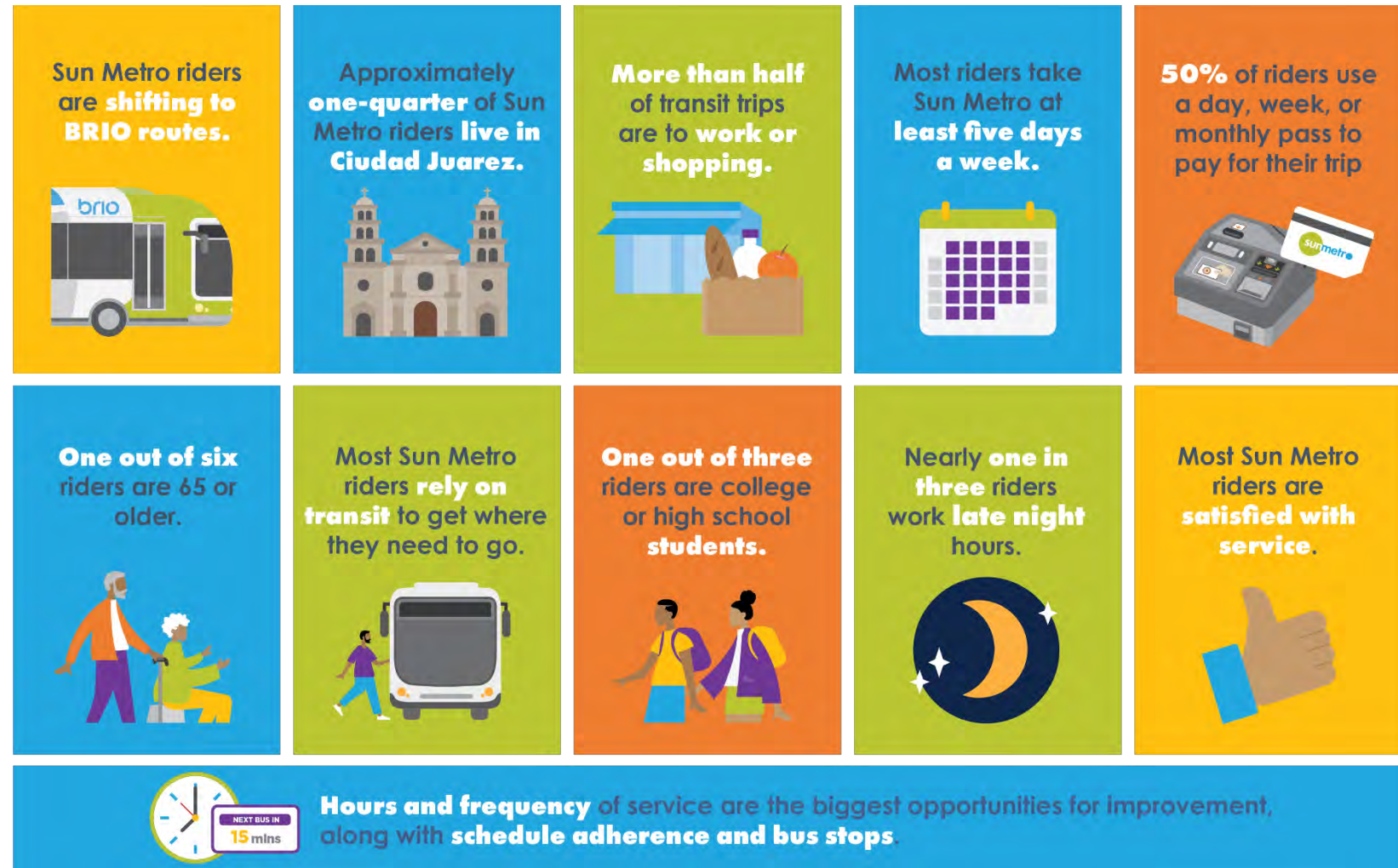


Route 59

Another strength of the network is Route 59, an express route that provides direct, non-stop service between Downtown and Eastside Transit Centers. Route 59 accounts for 10% of system ridership and has passenger loads comparable to BRIO routes.

Rider Characteristics

A recent survey of Sun Metro riders revealed the following key findings:



Challenges and Opportunities

Sun Metro Rising will explore opportunities to address the following challenges to help Sun Metro achieve its mission.



Sunday Service

Sun Metro suspended Sunday service in December 2020 due to low ridership compared to weekday and Saturday service.

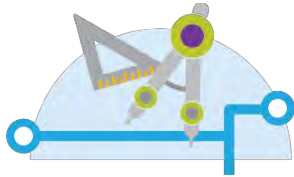
Sunday was restored for 7 routes in June 2022. Sun Metro plans to further increase Sunday service as operators become available.



Service Frequency

While BRIO corridors and Route 59 boast frequencies of 10-15 minutes, most Sun Metro routes run every 45-90 minutes, making service difficult to use.

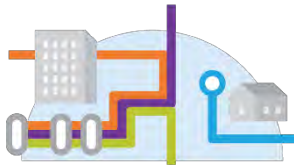
Untimed connections between infrequent lines result in long waits and are a common complaint from riders.



Route Design

While BRIO corridors are direct and intuitive, several local routes have circuitous alignments, one-way segments, or large loops.

Simplifying local routes can reduce travel times for many riders.

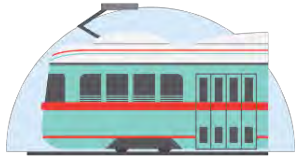


Service Gaps and Redundancies

Sun Metro provides extensive coverage across the City of El Paso.

However, a few destinations remain just beyond the reach of nearby bus routes.

Conversely, some corridors have excess service that could potentially be reallocated to other areas.



Downtown Circulation

Route 4 is a downtown circulator bus route that connects the Downtown Transit Center with adjacent districts.

This study will explore the possibility of activating the southern loop of the Streetcar during the day to enhance downtown mobility.



Bus Stop Amenities

Amenities, such as shelter and seating, are important factors that influence rider comfort and perceived safety.

Shelters are currently present at 20% of Sun Metro bus stops.



Development Patterns

Sun Metro has built a strong transit network despite operating in a challenging urban environment.

Sprawling development on the city's Eastside, winding streets on its Westside, as well as physical and infrastructural barriers require creative transit solutions.



Limited Funding Sources

Since early 2020, Sun Metro has overcome a dire financial situation and restored its fiscal stability.

The next phase of this study is a review of peer transit systems and best practices, which may present new funding strategies and opportunities for Sun Metro.

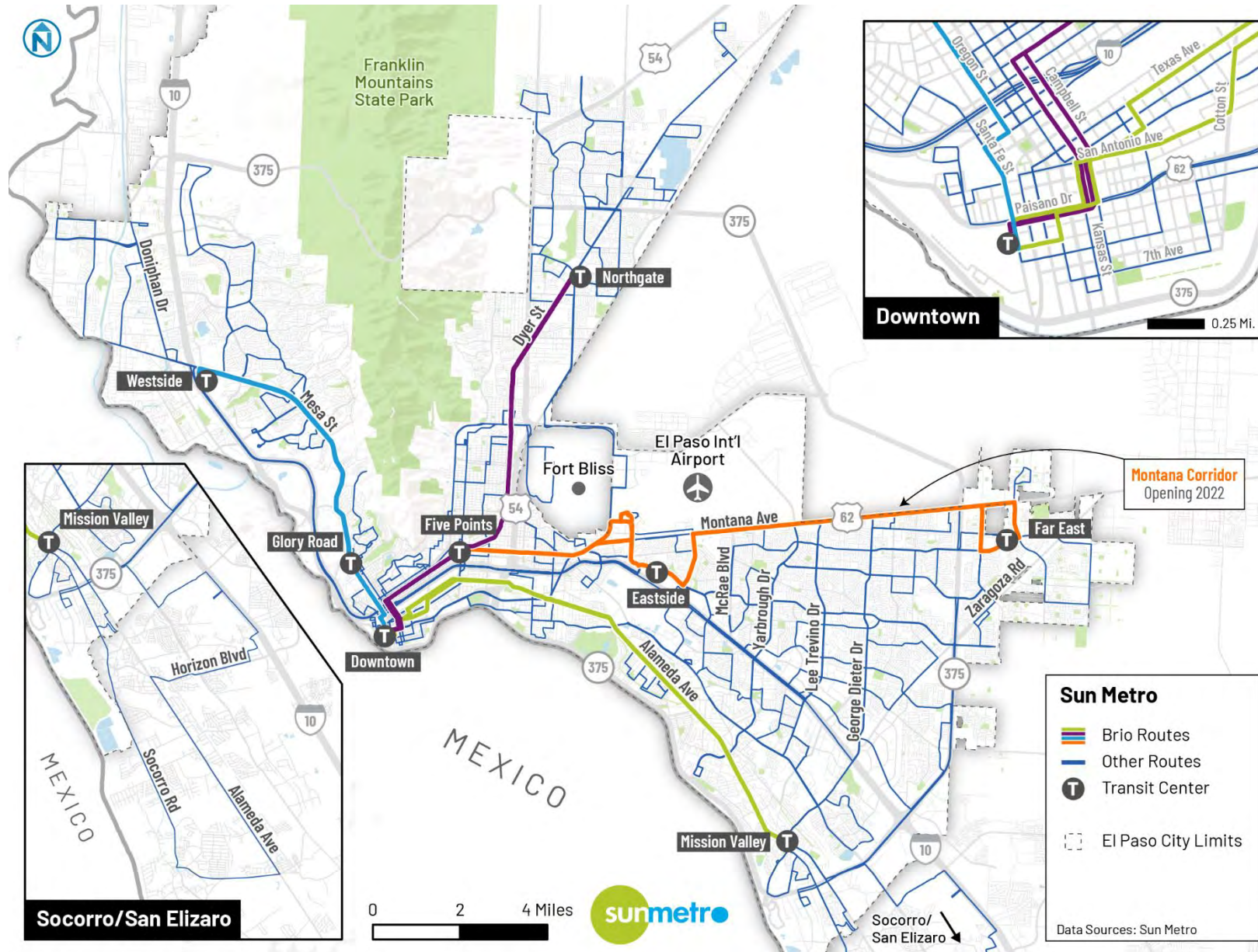
2 SYSTEM OVERVIEW

This chapter provides an overview of Sun Metro services and capital facilities, specifically:

- Sun Metro route network and service types
- Service availability by route and day
- Service intensity
- Transit centers
- Stations and stops
- Fleet
- Fare structure
- Regional connections
- LIFT paratransit service

Sun Metro Route Network

Sun Metro has an extensive transit network services that cover approximately 75% of the City of El Paso's 259 square miles. The route network consists of 53 bus routes and one streetcar line. Throughout this report, Sun Metro routes are classified by service type for ease of understanding and to provide consistent comparisons regarding ridership and other performance attributes.



Service Types

The following route descriptions are based on service levels prior to June 26, 2022. Recent service modifications, which include the restoration of Sunday service on several routes, are detailed on page 26.

BRIO

BRIO is the brand name for Sun Metro's Bus Rapid Transit (BRT) service. BRIO is a high-capacity transit service that offers greater frequency, speed, and reliability than regular fixed-routes. Currently, Sun Metro operates three BRIO corridors: Mesa, Alameda, and Dyer. A fourth BRIO corridor, Montana, is expected to begin in late 2022. All BRIO corridors terminate at the Downtown Transit Center on one end and a major transit center at the other end.

On weekdays, BRIO routes run every 10 minutes during peak hours and every 15 minutes during non-peak hours. On Saturdays, BRIO routes run every 20 minutes. BRIO stations are spaced farther apart than typical bus stops, resulting in higher speeds. BRIO routes employ additional measures to maximize speed and reliability, including signal prioritization at intersections, level-boarding, and ticket vending machines at stations to give riders the option to pre-pay their fare before boarding the bus. BRIO service includes branded vehicles and stations with premium amenities such as enclosed shelters, real-time information displays, and free Wi-Fi to enhance comfort and convenience.

Local

Local routes are typical bus routes that predominately run on arterial streets and make frequent stops. Local routes provide extensive coverage and are the foundation of the Sun Metro system. Sun Metro operates 31 local routes, 28 of which serve a transit center. 23 local routes connect to a BRIO route. Local routes operate six days a week, Monday through Saturday, with frequencies ranging between every 30 to 120 minutes.

Circulator

Circulator routes are bus routes defined by circular or looped alignments that typically target one or more districts. Circulator routes are shorter than most local routes but similar in terms of days of service, frequencies and stop spacing. Circulator routes are useful in providing first or last mile connections, particularly in high-activity areas. Sun Metro operates circulator routes in Downtown El Paso and in the Cielo Vista/Gateway Blvd area.

Feeder

Feeder routes connect outlying areas with a transit center, where riders can transfer to BRIO and other Sun Metro services. Feeder routes are typically shorter than local routes but similar in terms of days of service, frequencies and stop spacing. The directness of feeder routes varies significantly based on street networks and development patterns. Sun Metro operates 12 feeder routes, 10 of which connect to either Westside, Northgate, or Mission Valley Transit Centers.

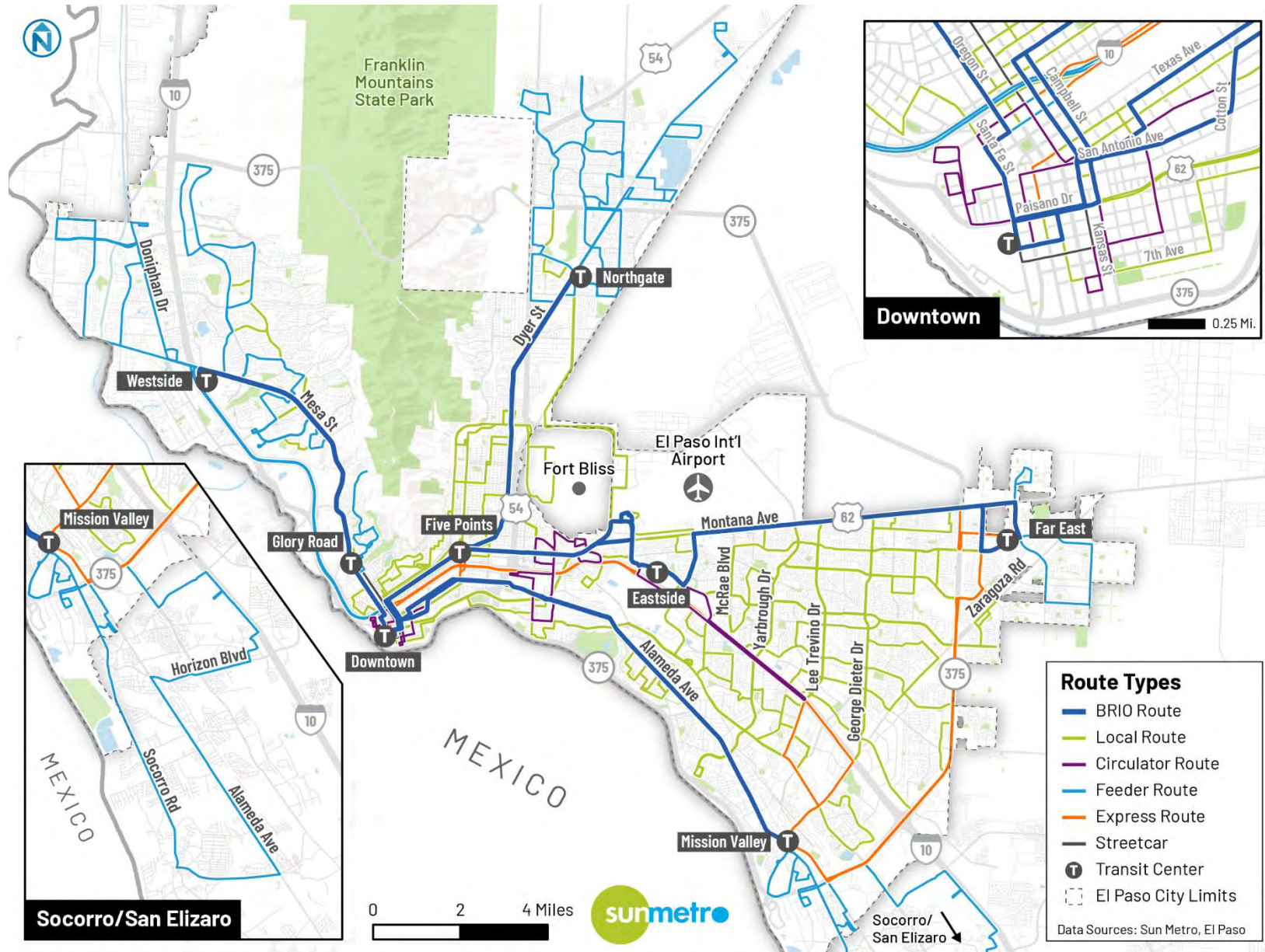
Express

Express routes are designed to provide fast and direct service over long distances along highways or major arterial streets. Express routes make limited stops, thereby operating at speeds comparable to autos. Sun Metro operates four express routes that provide connectivity between transit centers and nearby activity centers. Express routes have similar hours of service but varying frequencies. Route 59 is a high-ridership express route that runs every 15 minutes throughout the day. Other express routes run every 50-70 minutes.

Streetcar

The El Paso Streetcar is a 4.8-mile fixed-guideway circulator route comprised of two loops, one in Downtown, and another in Uptown. The Streetcar terminates at the Downtown Transit Center on its southern end and the Glory Road Transit Center on its northern end. The El Paso Streetcar currently operates a limited schedule, with service available Thursday, Friday and Saturday from 4:00 PM to 11:00 PM.

Major destinations along the Streetcar route include San Jacinto Plaza, Plaza Theatre, Abraham Chavez Theater, Sun Bowl Stadium, Don Haskins Center, and the Southwest University Park baseball stadium.



Service Availability

Weekday Service

On weekdays, most Sun Metro routes begin service 5:00-6:00 AM and end service between 8:00-10:00 PM.

BRIO routes offer the most frequent service with buses running every 10 minutes during peak periods (6:00-9:00 AM and 3:00-6:00 PM) and every 15 minutes during other times. Route 205 Mesa BRIO begins service one hour earlier than Route 206 Alameda BRIO and Route 207 Dyer BRIO.

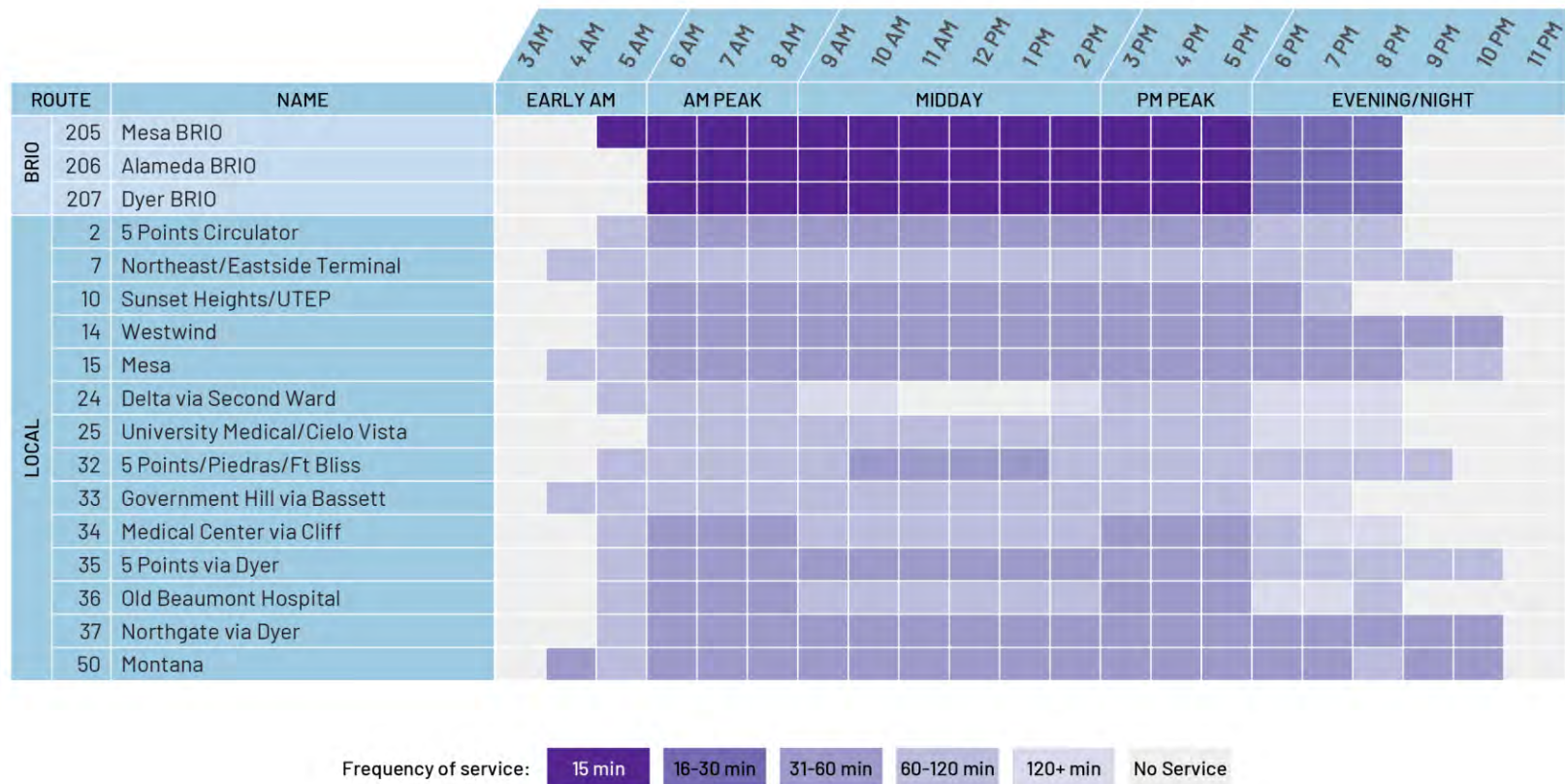
Local routes run every 35 to 120 minutes with an average frequency of 70 minutes. Feeder and circulator routes operate at similar frequencies as local routes but have shorter hours of service.

Route 59 Eastside Circulator is an express route that operates at frequencies comparable to BRIO corridors with buses running every 14 minutes throughout the day. Other express routes operate with less frequency.

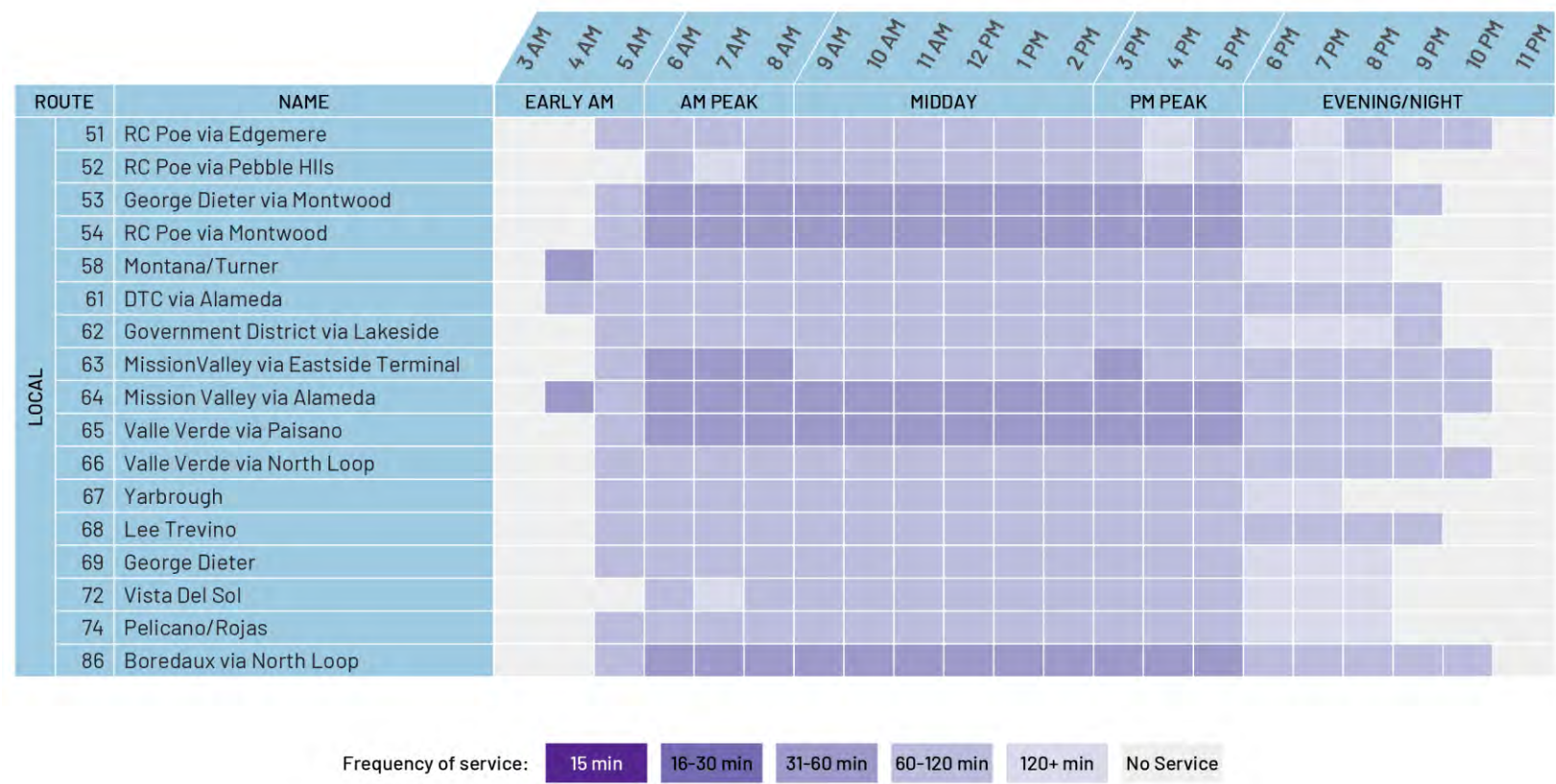
Routes 11, 12, 19, 24, 56 all have service gaps during of at least one hour during the midday period. Route 16 operates during morning peak hours only.

The El Paso Streetcar operates on Thursday and Friday evenings and nights between 4:00-11:00 PM.

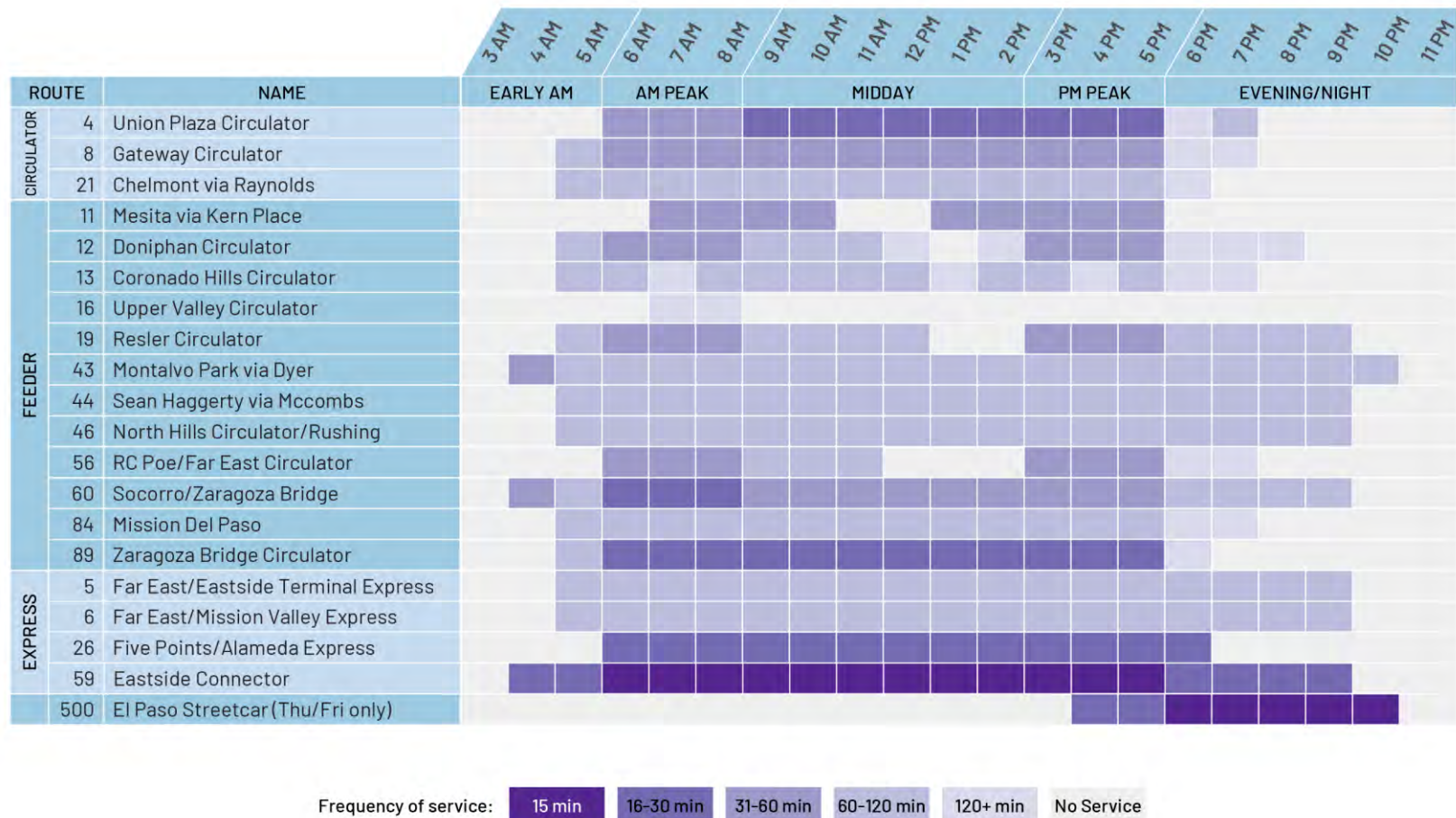
Weekday Span and Frequency of Service: BRIO and Local Routes



Weekday Span and Frequency of Service: Local Routes



Weekday Span and Frequency of Service: Circulator, Feeder and Express Routes



Saturday Service

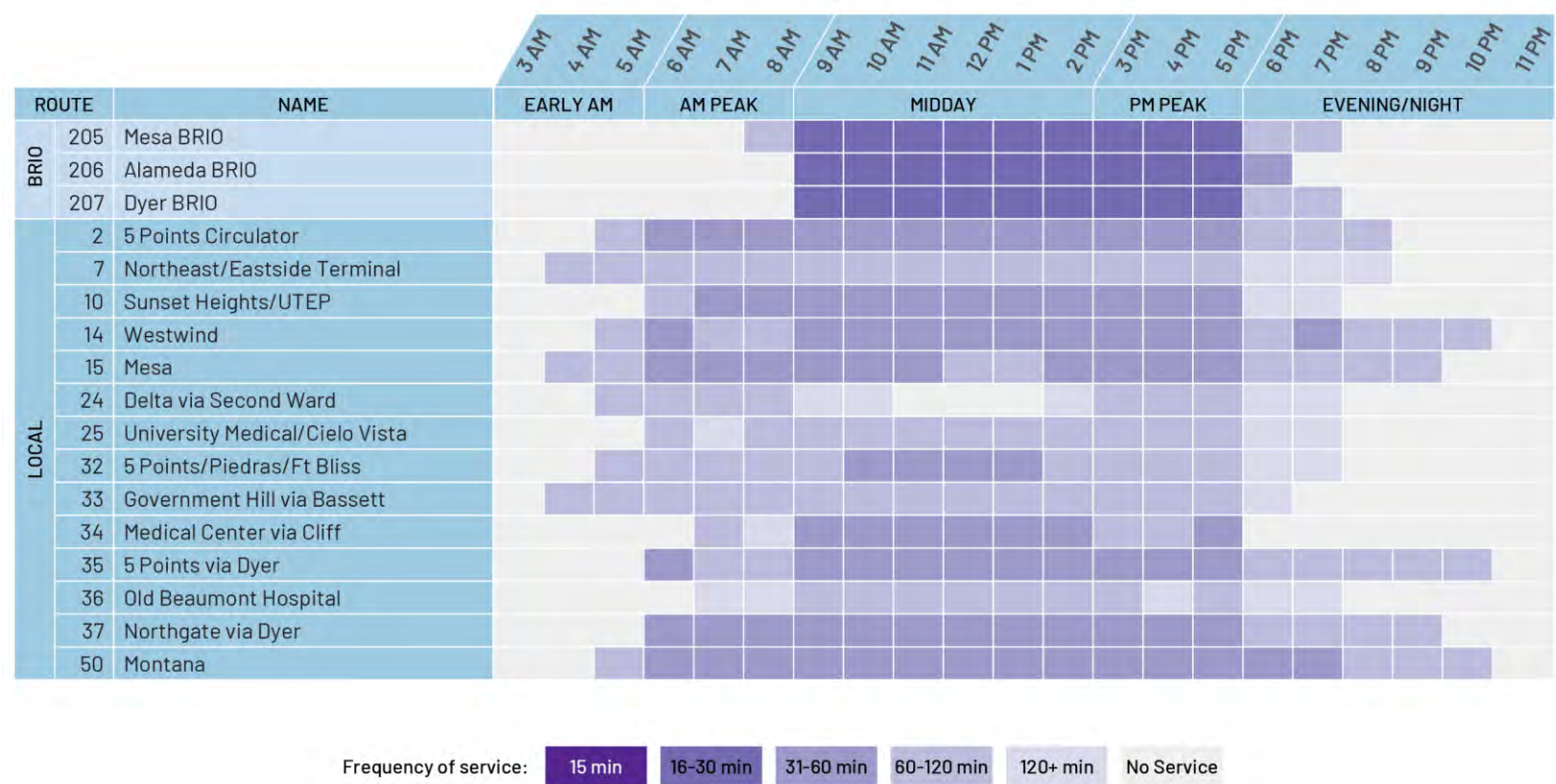
On Saturdays, BRIO routes have a significantly shorter service span than other routes. BRIO routes begin service at 8:00 or 9:00 AM and end around 7:00 PM. In contrast, most other routes begin service around 6:00 AM and end around 9:00 PM. BRIO routes run every 20 minutes throughout the day on Saturday due to lower ridership demand than on weekdays.

Route 59 is the most frequent Saturday service on Saturdays, running every 15 minutes throughout the day.

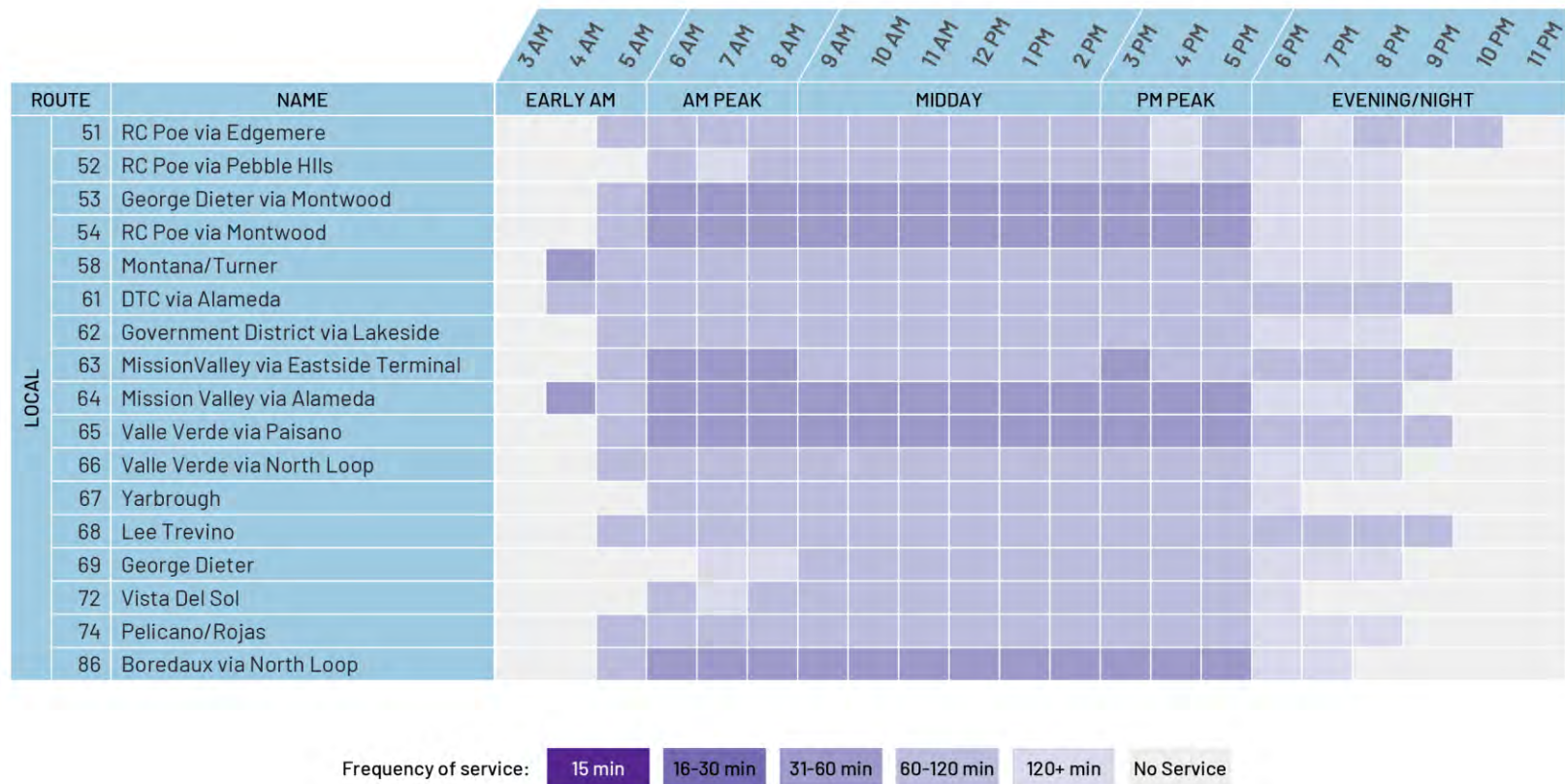
Saturday service frequencies for local, circulator, and other express routes largely mirror that of weekday service with most routes running every 45-90 minutes.

The El Paso Streetcar operates on Saturday evenings and nights between 4:00-11:00 PM.

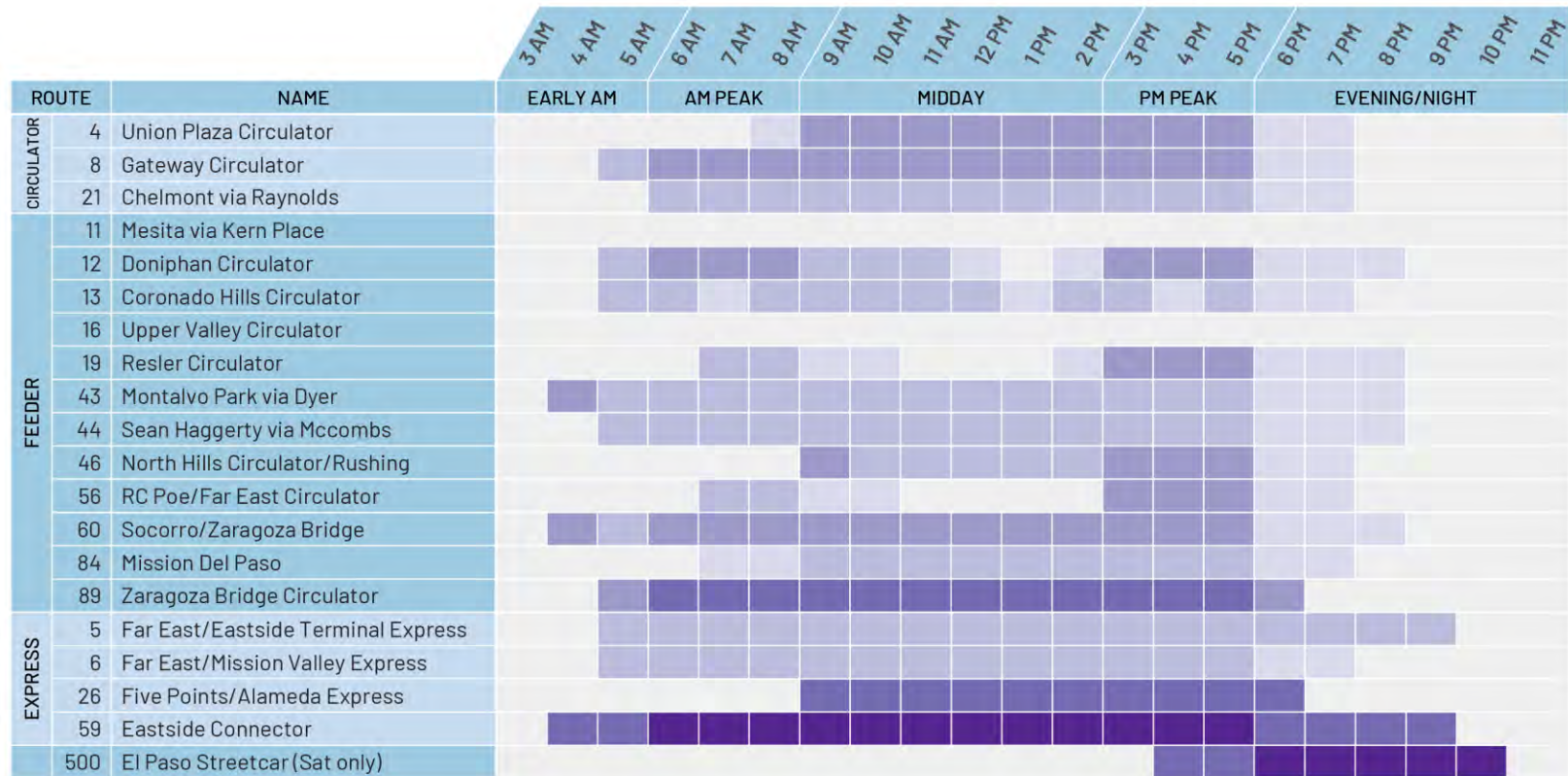
Saturday Span and Frequency of Service: BRIO and Local Routes



Saturday Span and Frequency of Service: Local Routes



Saturday Span and Frequency of Service: Circulator, Feeder and Express Routes



Frequency of service: 15 min 16-30 min 31-60 min 60-120 min 120+ min No Service

Recent Service Modifications

Sun Metro implemented several route and schedule modifications on June 26, 2022. These service modifications are not reflected in this report. A summary of significant service modifications are detailed below.

Sunday service added

- 44 Sean Haggerty via McCombs
- 50 Montana
- 53 George Dieter via Montwood
- 89 Zaragoza Bridge Circulator
- 205 Mesa BRIO
- 206 Alameda BRIO
- 207 Dyer BRIO
- LIFT Paratransit service (trips within a 1-½ mile buffer of the above routes)

Major route modification

- 7 Northeast/Cielo Vista Transit Center
 - Eastside Transit Center via El Paso Community College Valle Verde campus segment replaced with new Route 87

New route added

- 87 Cielo Vista Transit Center via Valle Verde

Recent Operational Changes

Project Amistad is a not-for-profit agency serving elderly, persons with disabilities and persons-at-risk. Project Amistad has partnered with the City of El Paso and other regional government agencies to provide transportation services for many years. Sun Metro and Project Amistad made the following operational changes on June 26, 2022:

Sun Metro Routes contracted to Project Amistad

- 5 Far East/Eastside Transit Center Express
- 6 Far East/Mission Valley Transit Center Express
- 8 Gateway Circulator
- 11 Mesita via Kern Place
- 56 RC Poe/Far East Circulator

Project Amistad-operated route returned to Sun Metro

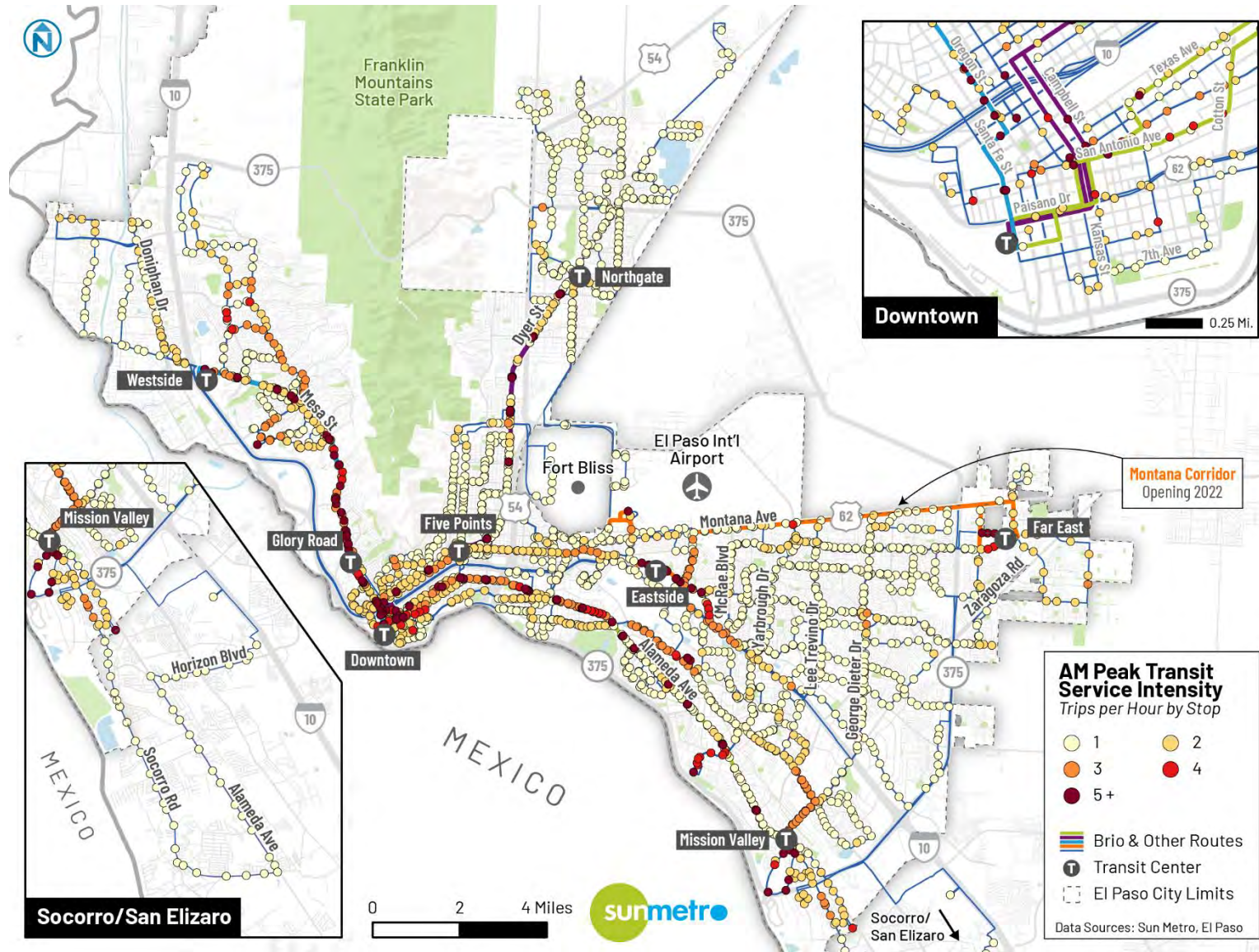
- 90 Westside/Eastside Express

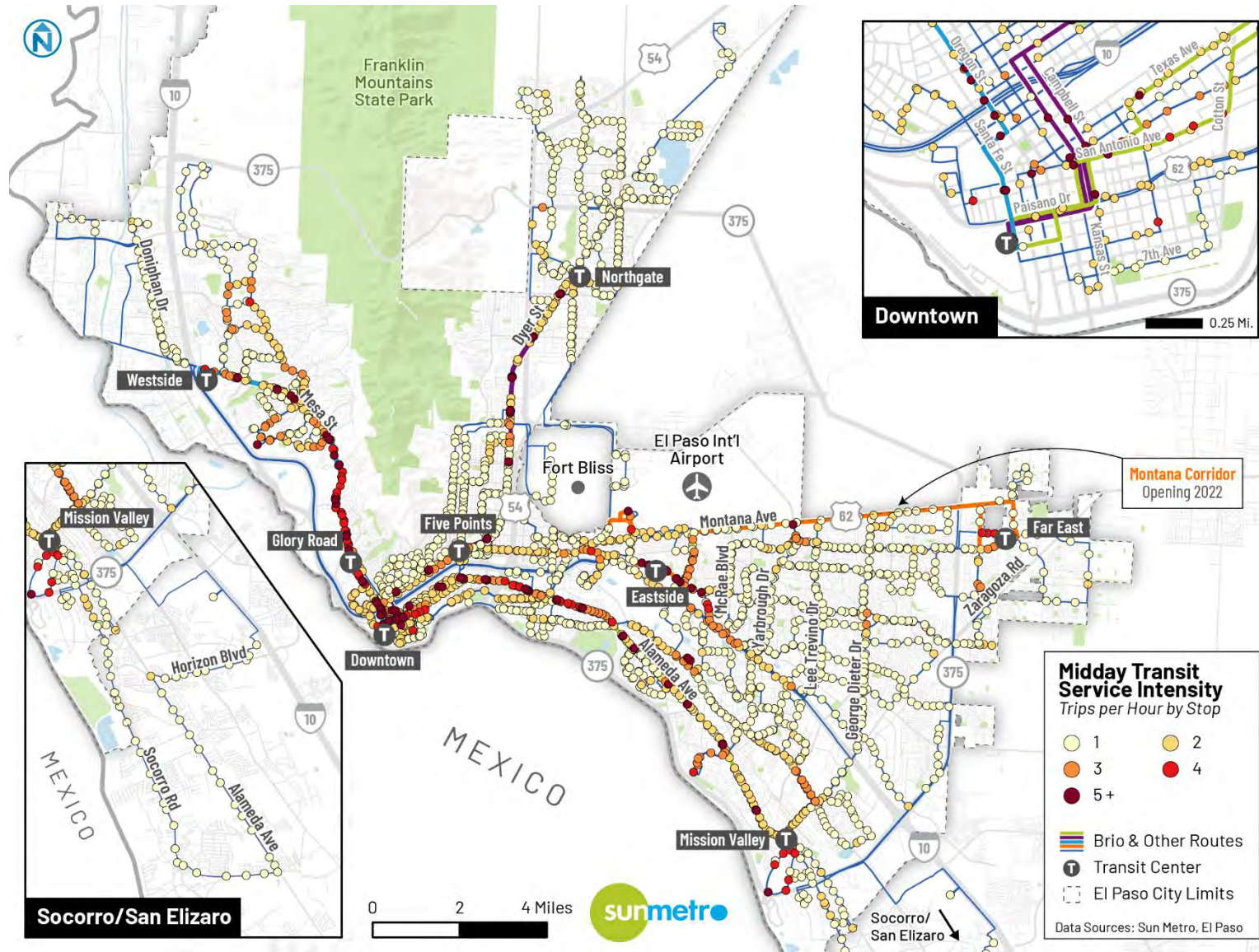
Service Intensity

Service intensity is defined number of trips serving a particular bus stop per hour. Service intensity varies by geographic area, as well as by time of day. Corridors with overlapping routes have higher service intensity than corridors with a single route.

Portions of the Alameda and Mesa BRIO corridors have very high service intensities due to multiple routes operating along the same streets. In these cases, the ability to disperse service over adjacent corridors is not possible due to the lack of continuous parallel streets.

Evaluating service intensity is also useful in identifying contiguous areas with low levels of service. Most bus stops in outlying areas north of the Westside and Northgate Transit Centers are served by only one bus per hour. Similarly, most of El Paso's westside south of Montana Ave, west of Hawkins Blvd, and north of I-10 have low service intensity compared to other areas.



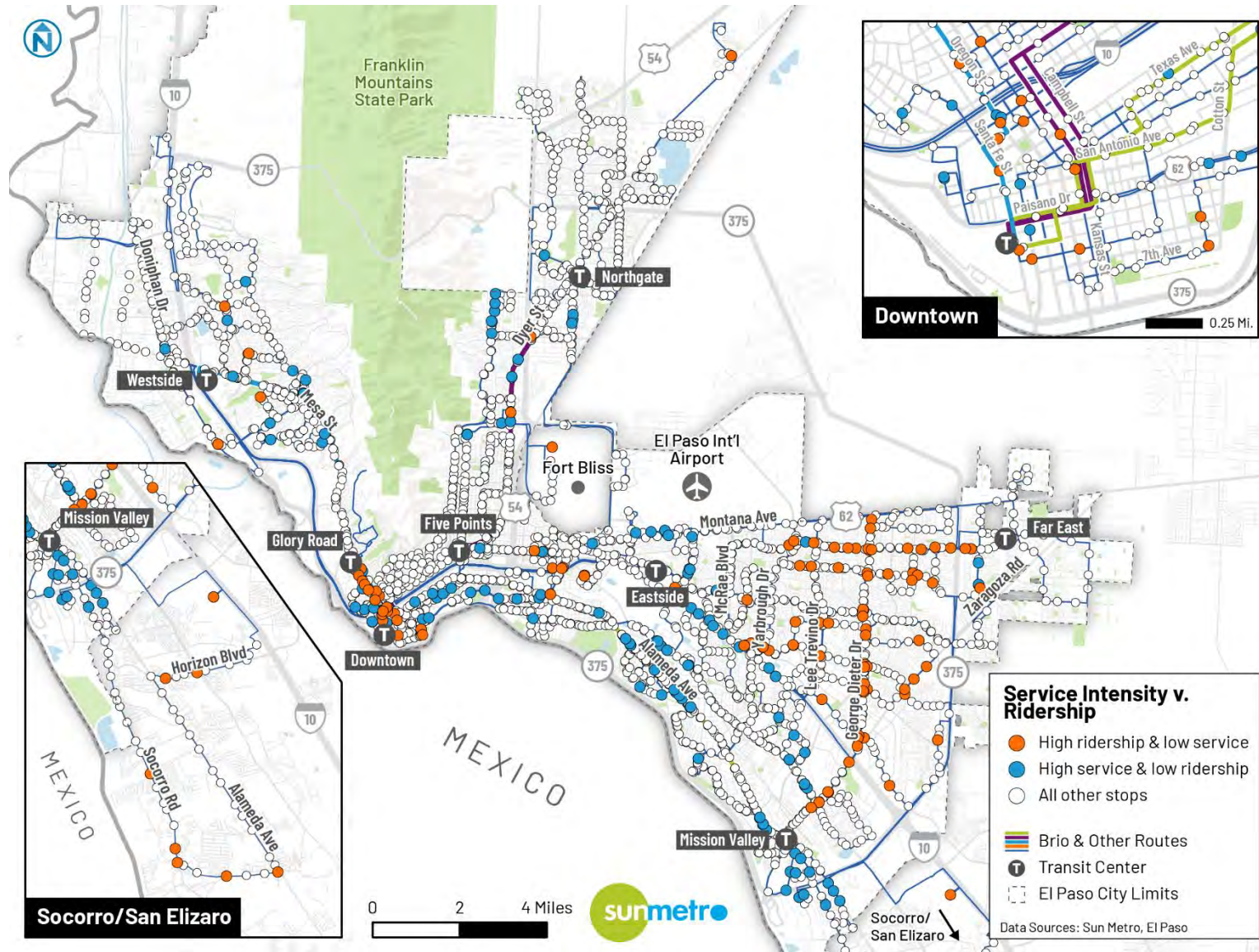


Service Gaps and Redundancies

Evaluating service intensity against bus stop level ridership identifies potentially underserved and overserved corridors.

- Potentially underserved corridors are defined as segments with stops that have high ridership and low service levels.
- Potentially overserved corridors are defined as segments with stops that have low ridership and high service levels.

Based on these definitions, potentially underserved corridors include George Dietter Dr, Edgemere Blvd, and portions of Pebble Hills Blvd, all located on the City's Eastside. The El Paso Streetcar corridor also has ridership that exceeds its relative level of service. Potentially overserved corridors include Gateway Blvd near El Paso Community College Transmountain Campus and Socorro Rd east of Mission Valley Transit Center.



Transit Centers

Sun Metro operates seven transit centers spread across the service area. Transit centers facilitate connections between BRIO, local, and regional routes. Transit centers are also utilized as pick up and drop off points for Sun Metro paratransit and on-demand service, LIFT.

Each transit center includes multiple bus bays, indoor waiting areas, restrooms, ticket vending machines, and free Wi-Fi. Other amenities such as parking, ATMs, concession stands, and real-time route information varies by location.

49 of 53 Sun Metro bus routes serve a transit center. Routes 21, 62, 67, and 86 do not serve a transit center.

Transit Center Characteristics

Transit Center	Address	Sun Metro Routes	Bus Bays	Parking Spaces	Property Size	Facility Size	Year Opened
Downtown	601 Santa Fe St.	17	12	36 (metered)	3.6 acres	6,000 sq. ft.	2009
Eastside	1165 Sunmount Dr.	15	7	86	3.0 acres	8,000 sq. ft.	1996
Mission Valley	9065 Alameda Ave.	13	7	49	2.5 acres	2,000 sq. ft.	2010
Westside	7535 Remcon Cir.	8	7	175	3.5 acres	3,500 sq. ft.	2010
Northgate	9348 Dyer St.	7	8	300	8.0 acres	7,000 sq. ft.	2018
Five Points	2830 Montana Ave.	6	8	0	2.0 acres	7,000 sq. ft.	2000
Glory Road	100 E. Glory Rd.	6	8	436	0.9 acres	N/A	2009
Far East (future)	12781 Edgemere Blvd.	6	6	134	5.5 acres	5,100 sq. ft.	N/A

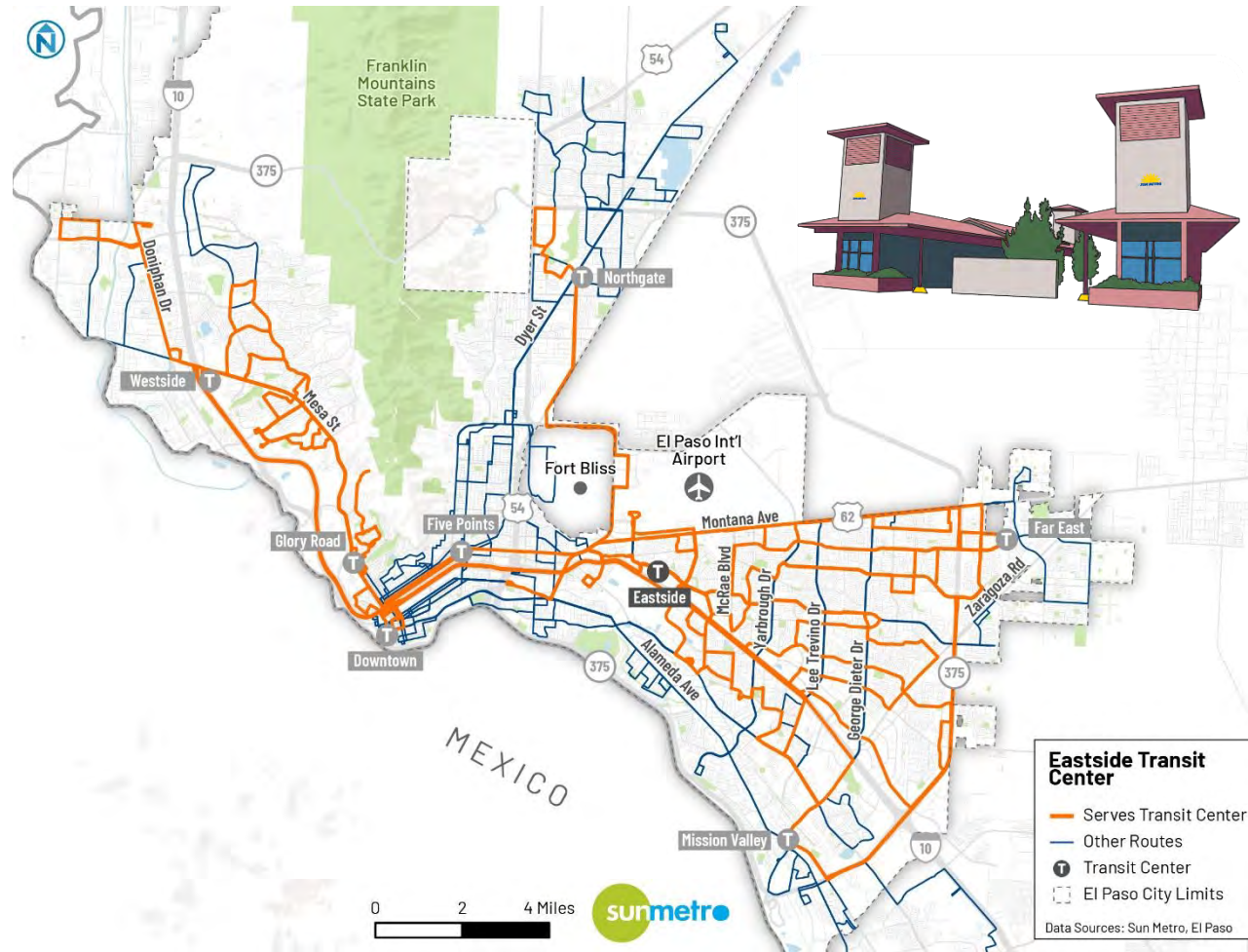
Downtown Transit Center



Sun Metro Routes

- 205 Mesa BRIO
- 206 Alameda BRIO
- 207 Dyer BRIO
- 2 5 Points
- 4 Union Plaza
- 10 Sunset Heights/UTEP
- 14 Westwind
- 24 Delta via Second Ward
- 34 Medical Center via Cliff
- 36 Beaumont Hospital/Highland
- 50 Montana
- 59 Eastside Connector
- 61 DTC via Alameda
- 65 Valle Verde via Paisano
- 66 Valle Verde via North Loop
- 500 El Paso Streetcar
- NMDOT Gold

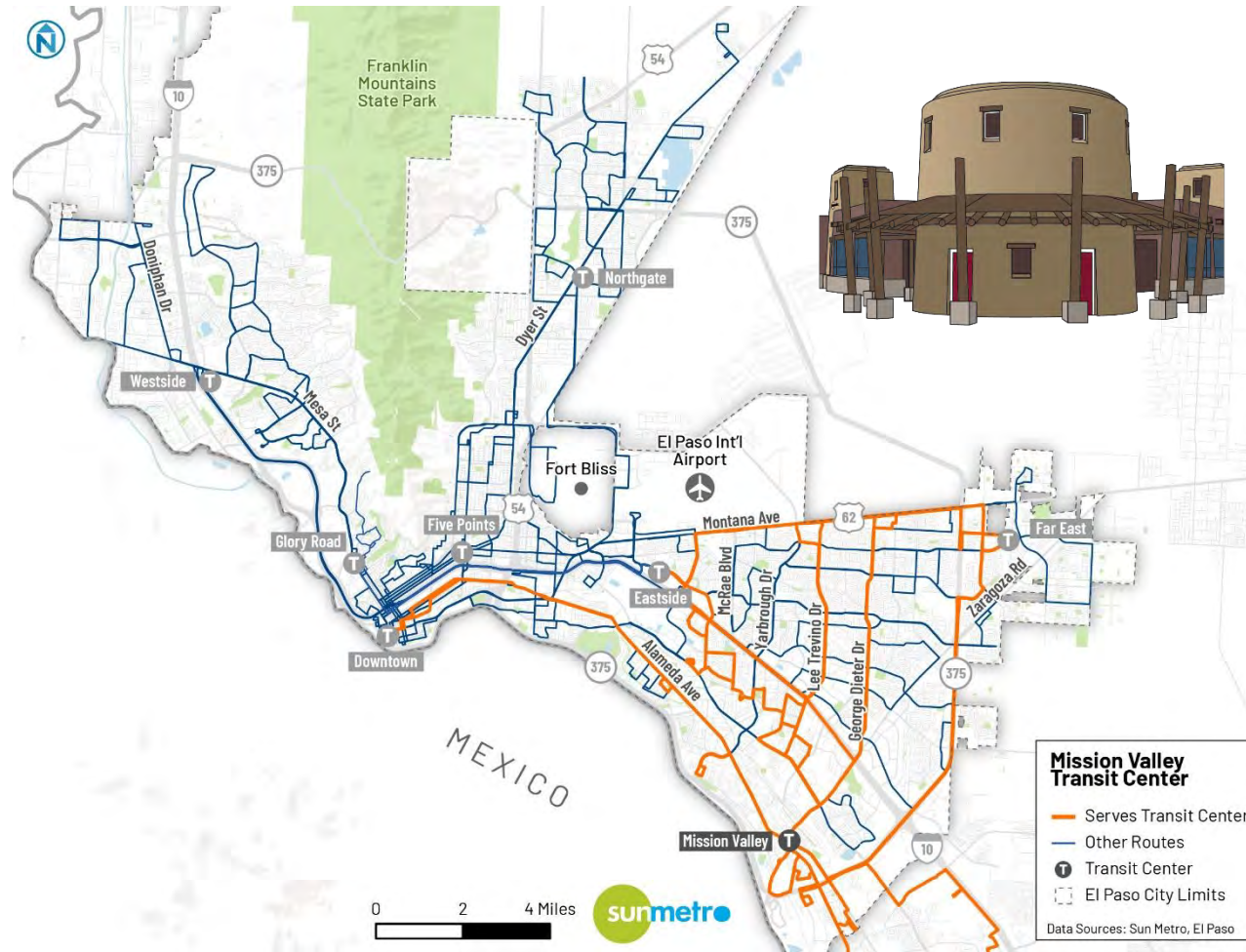
Eastside Transit Center



Routes served

- 5 Far East/Eastside Terminal Express
- 6 Far East/Mission Valley Express
- 7 Northeast/Eastside Terminal
- 25 Univ. Medical/Cielo Vista
- 50 Montana
- 51 RC Poe via Edgemere
- 52 RC Poe via Pebble Hills
- 53 George Dieter via Montwood
- 58 Montana/Turner
- 59 Eastside Connector
- 63 Mission Valley via Eastside
- 72 Vista Del Sol
- 74 Pelicano/Rojas
- 90 Amistad Eastside-Westside
- El Paso County 20

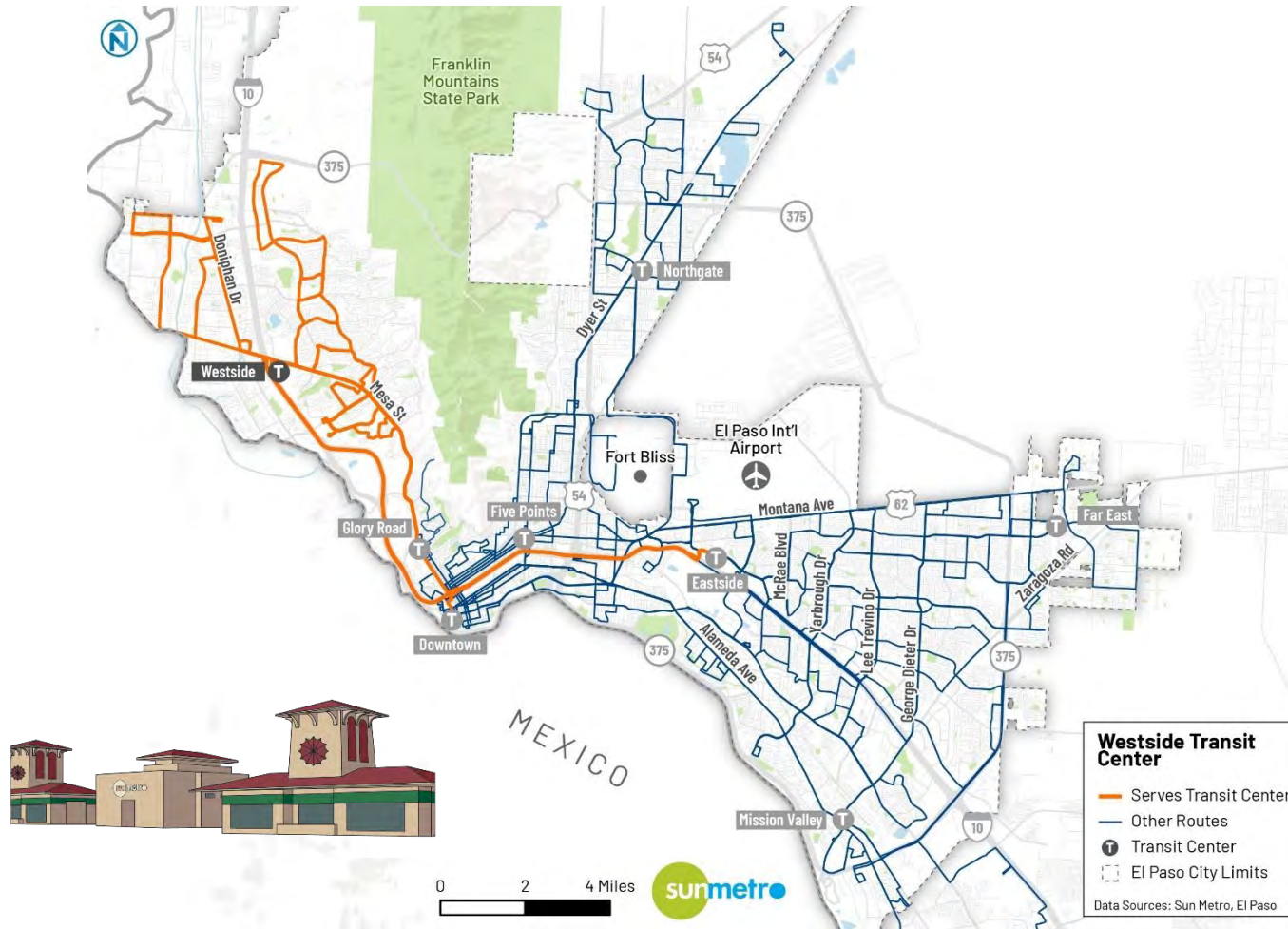
Mission Valley Transit Center



Routes served

- 206 Alameda BRIO
- 5 Far East/Eastside Terminal Express
- 6 Far East/Mission Valley Express
- 60 Socorro/Zaragoza Bridge
- 63 Mission Valley via Eastside
- 64 Mission Valley via Alameda
- 68 Lee Trevino
- 69 George Dieter
- 84 Mission Del Paso
- 89 Zaragoza Bridge
- El Paso County 30
- El Paso County 40
- El Paso County 50

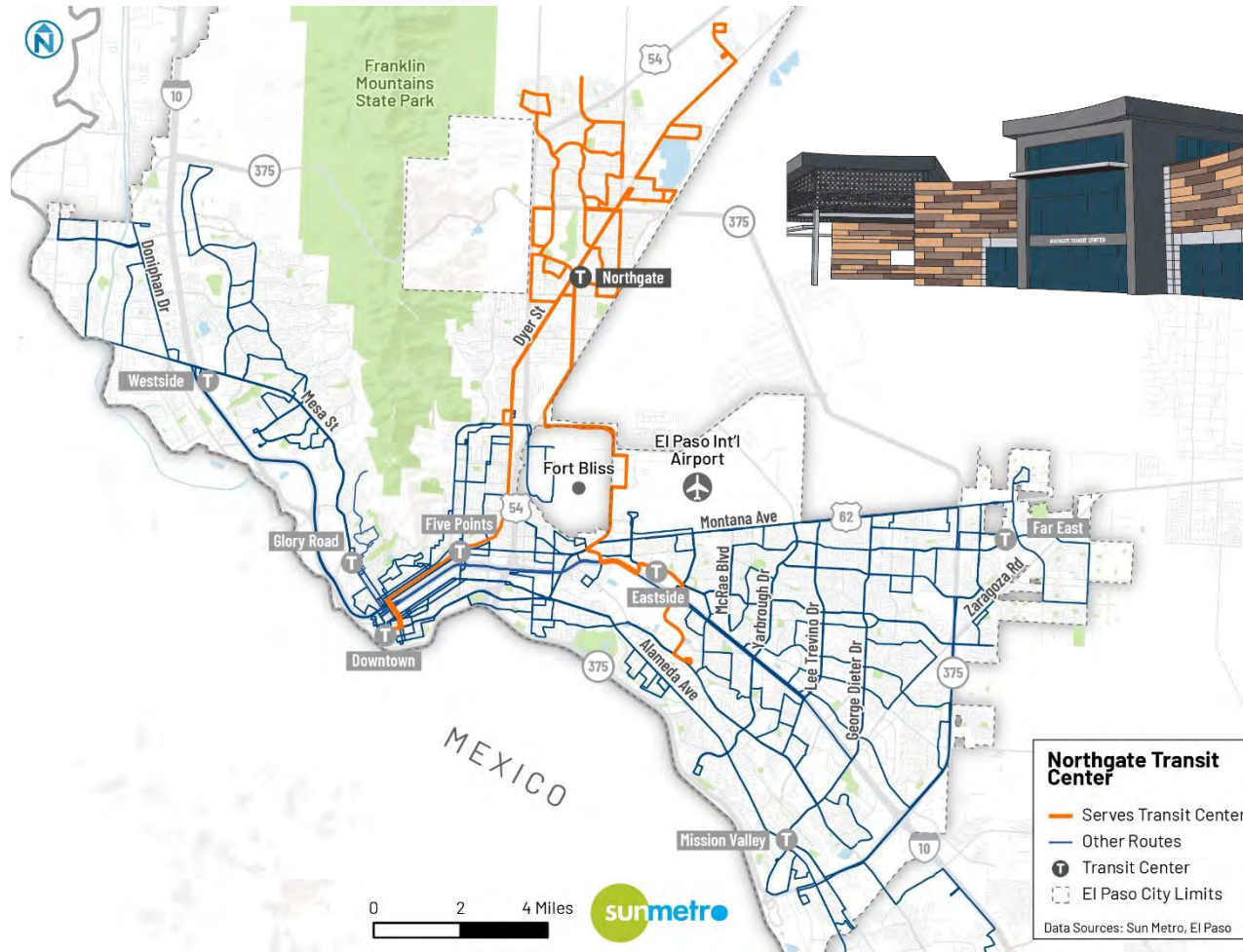
Westside Transit Center



Routes served

- 205 Mesa BRIO
- 12 Doniphan
- 13 Coronado Hills
- 15 Mesa
- 16 Upper Valley
- 19 Resler
- 90 Amistad Eastside-Westside
- El Paso County 10

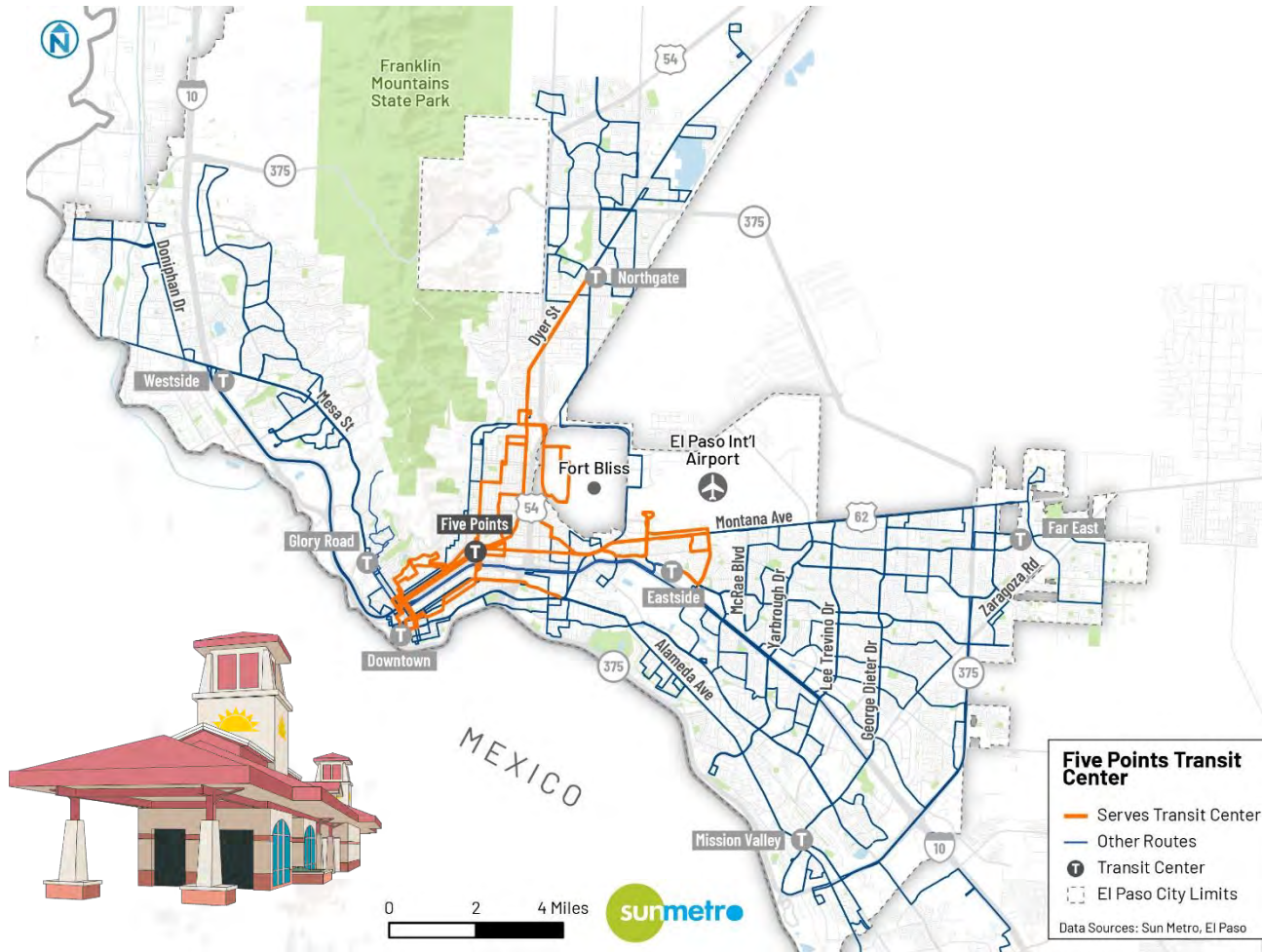
Northgate Transit Center



Routes served

- 207 Dyer BRIO
- 7 Northeast/Eastside Terminal
- 37 Northgate via Dyer
- 43 Montalvo Park via Dyer
- 44 Sean Haggerty via McCombs
- 46 North Hills/Rushing
- 90 Amistad Eastside-Westside

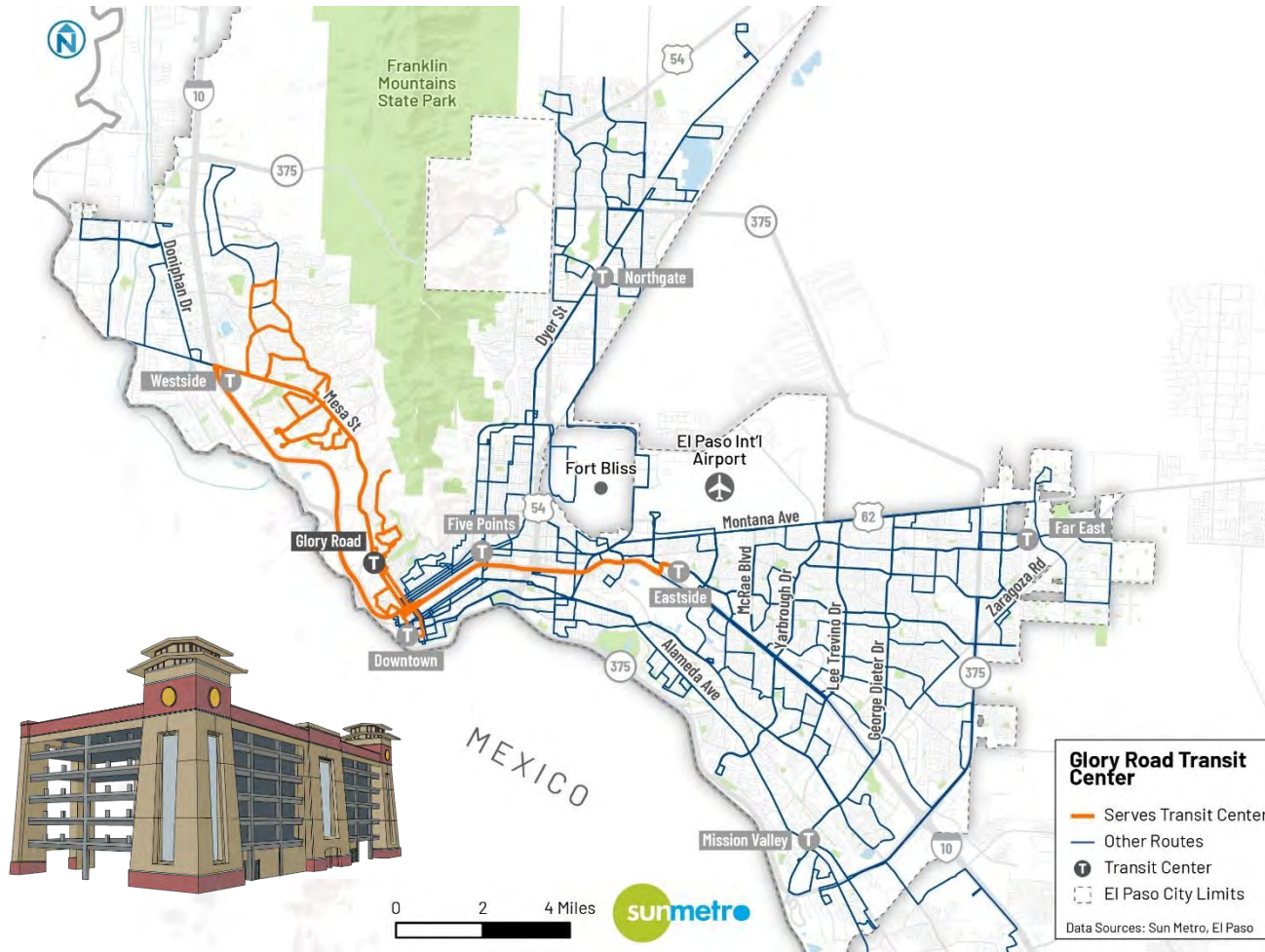
Five Points Transit Center



Routes served

- 2 5 Points
- 26 Five Points/Alameda Express
- 32 5 Points/Piedras/Ft. Bliss
- 34 Medical Center via Cliff
- 35 5 Points via Dyer
- 50 Montana

Glory Road Transit Center



Routes served

- 205 Mesa BRIO
- 10 Sunset Heights/UTEP
- 11 Mesita via Kern Place
- 14 Westwind
- 15 Mesa
- 500 El Paso Streetcar

Stations and Stops

Bus stops are the primary point of entry into the Sun Metro system for most riders. Bus stop placement and spacing are crucial to rider safety, convenience, and accessibility. Stops spaced too close result in slow service. Stops spaced too far apart are difficult for riders to access. Approximately 70% of Sun Metro local, feeder, and circulator routes have stops spaced every 0.2-0.3 miles, a range in line with industry best practices. Express route stops are placed farther apart by design.

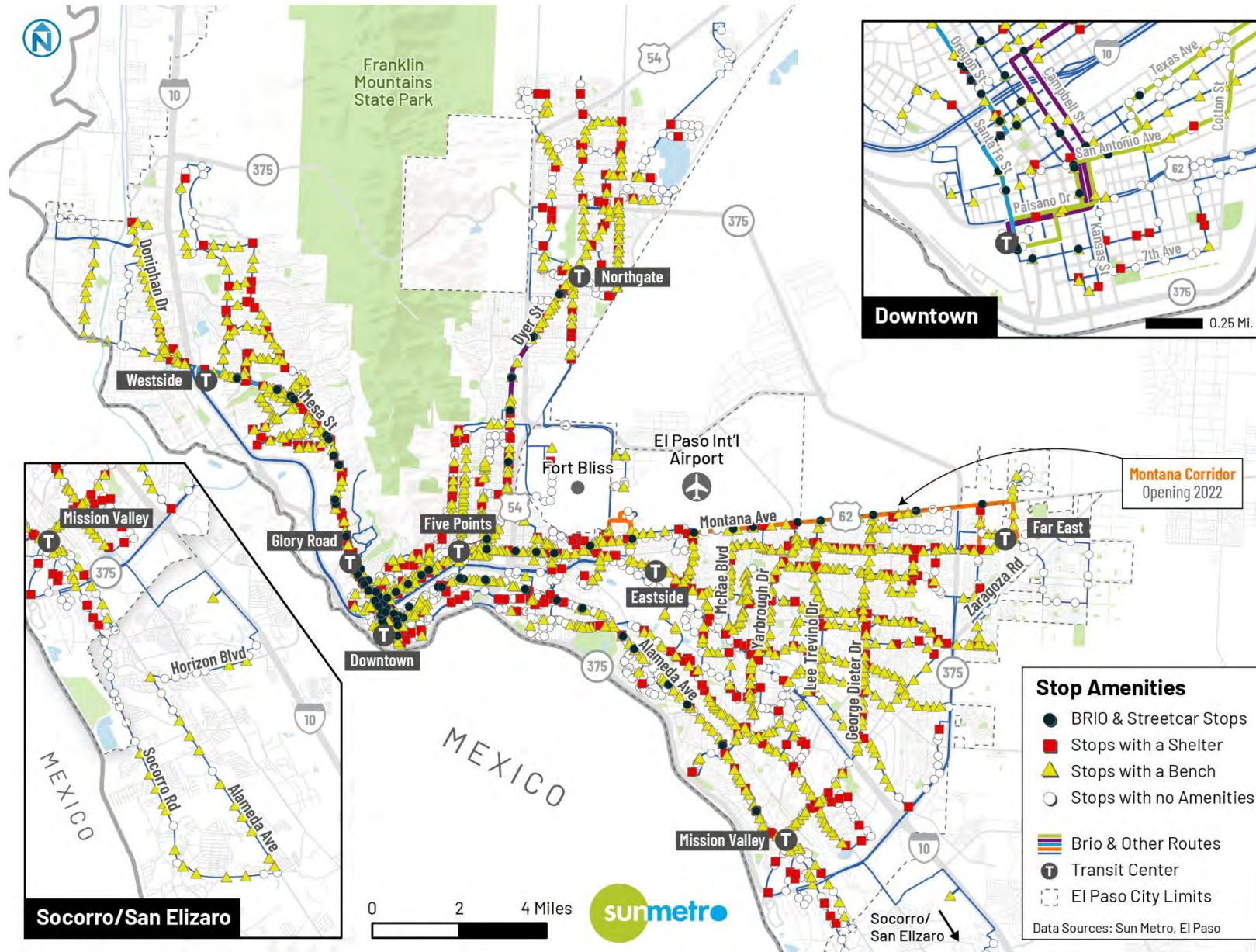
Bus stop amenities, such as shelter and seating, are important factors that influence rider comfort and perceived safety. Shelters are currently present at only 20% of Sun Metro bus stops. BRIO and Streetcar Stations have higher levels of investment and therefore better amenities than bus stops. Some BRIO stations are also served by Streetcar and regular routes.

Bus Stops

Station/Stop Type	Count	Percent of Total
Bus stop with shelter	481	20%
Bus stop with a bench only	1,046	44%
Bus stop with no amenities	830	35%
Total	2,357	100%

BRIO and Streetcar Stations

Station/Stop Type	Count
BRIO station	90
Streetcar station	15
Shared BRIO and Streetcar station	15
Total	120



LIFT

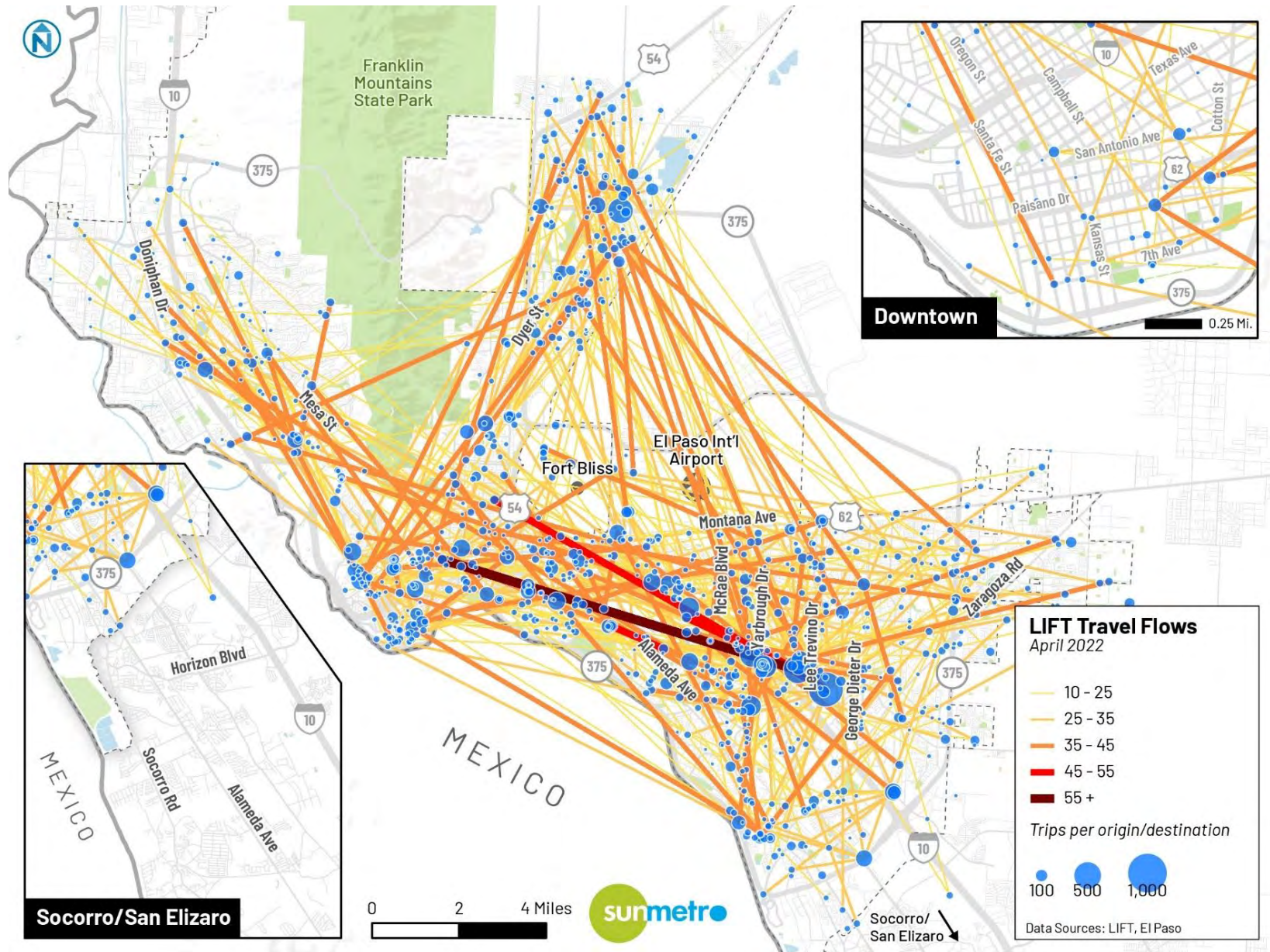
LIFT is Sun Metro's paratransit service for ADA paratransit-eligible clients, providing curb-to-curb, on-demand transportation using smaller buses equipped with hydraulic lifts and tie downs for riders using a wheelchair or other mobility device.

United States Department of Transportation Americans with Disabilities Act (ADA) regulations require transit entities to provide complementary paratransit service to origins and destinations within a 3/4-mile buffer of each bus route. Paratransit hours and days of operation must as be the same as bus service.

Sun Metro exceeds ADA requirements for paratransit service by offering LIFT service throughout the entire City of El Paso on weekdays and Saturdays. On Sundays and holidays, Sun Metro provides LIFT service within a 1-½ mile buffer of bus routes.

LIFT Travel Flows

LIFT travel flows from April 2022 show a high volume of trips between the Five Points and Memorial Park areas to destinations along Gateway Blvd between Yarbrough Dr and Lee Trevino Dr. A high number of LIFT trips also parallel existing BRIO lines.



Regional Connectivity

There are other service providers within the El Paso region that connect with Sun Metro.

NMDOT

The New Mexico Department of Transportation (NMDOT) operates the Gold Route, a commuter bus routes that runs during weekday peak hours only. The Gold Route provides a connection between El Paso and Las Cruces, New Mexico via Anthony, Texas. In El Paso, the Gold Route serves the Downtown and Westside Transit Centers.

El Paso County Transit

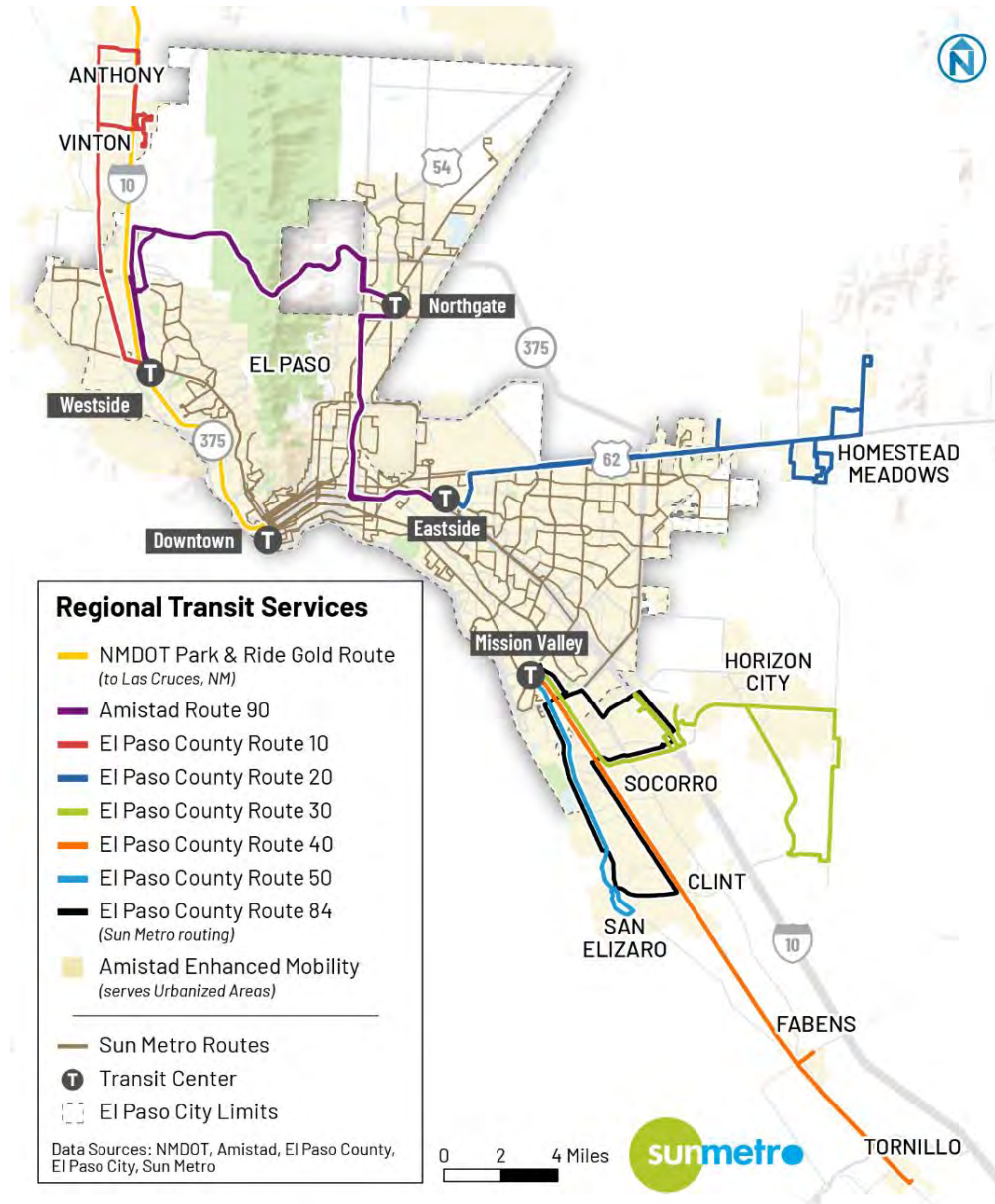
El Paso County Transit operates six rural fixed routes. Each route operates hourly Monday through Saturday during times that mirror Sun Metro bus routes. El Paso County Routes 30, 40, 50 and 84 serve the Mission Valley Transit Center. El Paso County Route 20 serves the Eastside Transit Center, and El Paso County Route 10 serves the Westside Transit Center.

Route 90

Route 90 is a federally funded senior mobility service operated by Amistad. Route 90 operates Monday through Friday with trips every 45 minutes between Sun Metro's Eastside and Westside Transit Centers.

South Central Regional Transit District

The South Central Regional Transit District operates seven routes in Dona Ana County, New Mexico, three of which connect to Sun Metro transit centers in El Paso. The Yellow Line connect Sunland Park with Sun Metro's Downtown Transit Center. The Silver Line connects Sunland Park with Sun Metro's Westside Transit Center. The Turquoise Line connects Anthony and Chapparral with Sun Metro's Northgate Transit Center.



Fleet

Sun Metro operates a mixed fleet of vehicles, that varies based on service type. Fixed route and paratransit vehicles utilize compressed natural gas (CNG) as fuel, while the Streetcar vehicles are electric.

Fixed-Route

The majority (95%) of the fixed-route fleet consists of 35 or 40-foot New Flyer or NABI CNG-powered buses with seating capacities that range from 29 to 40. The remaining fixed-route vehicles are six 16-foot, CNG-powered cutaways.

BRIO

The BRIO fleet consists of 60-foot, CNG-powered articulated buses with 48 seats, manufactured in 2014, 2018, and 2020.

LIFT

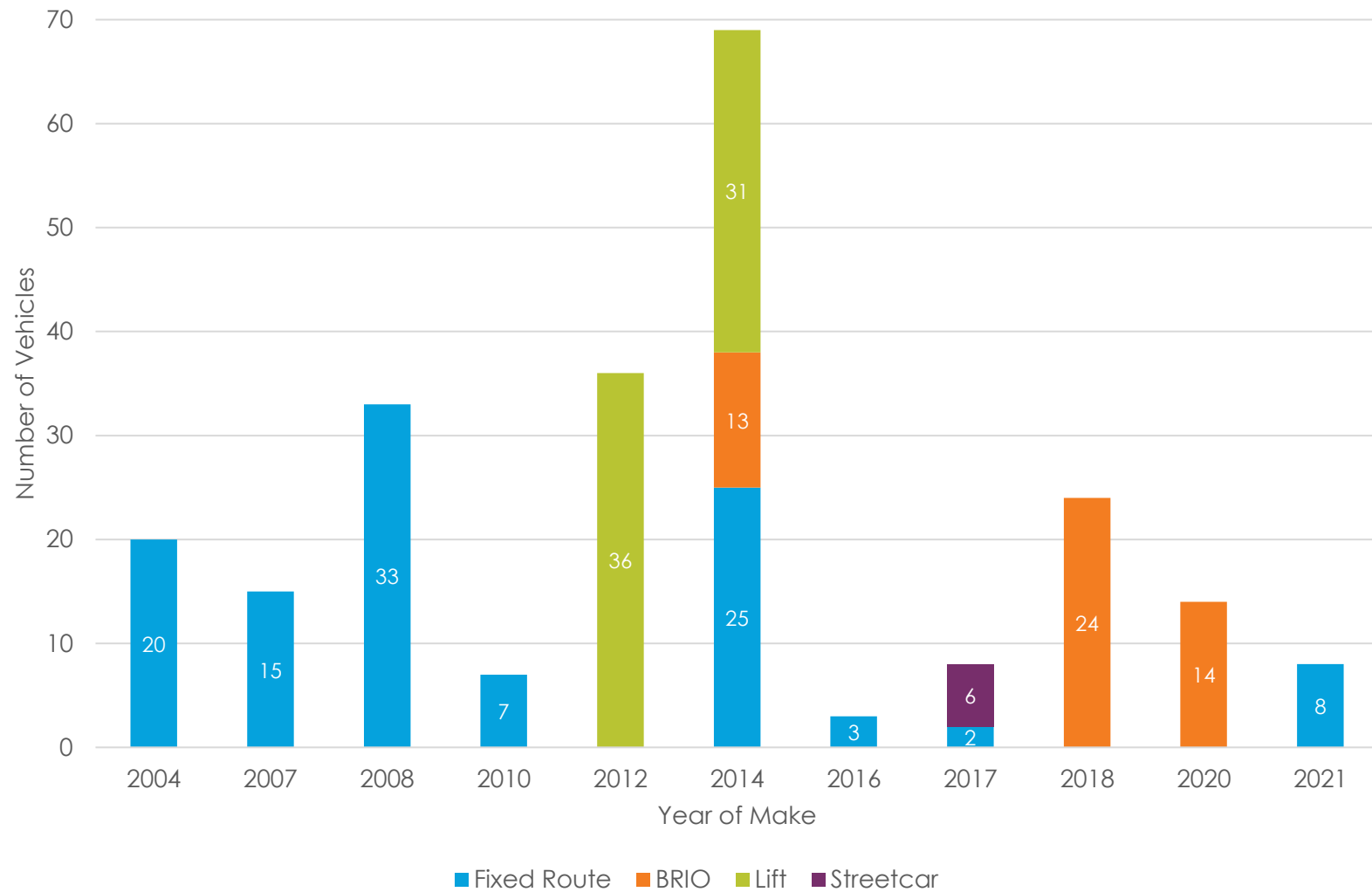
All LIFT vehicles are CNG-powered and have a capacity of 16 passengers. LIFT vehicles are one of three makes, Ford E450, GLAVAL-Universal, and ARBOC Universal, from either 2012 or 2014.

Streetcar

The El Paso Streetcar fleet consists of six 1939 President's Conference Committee streetcars that were refurbished in 2017.

Service Type	Vehicle Type(s)	Active Vehicles	Peak Vehicles
Fixed-Route	35-40' CNG-Powered Buses	107	69
	16' CNG-Powered Cutaway	6	2
BRIO	60' CNG-Powered Bus	51	27
LIFT	16' CNG-Powered Cutaway	67	N/A
Streetcar	Refurbished Vintage Streetcar	6	4

Fleet Composition by Service Type



Fleet Utilization

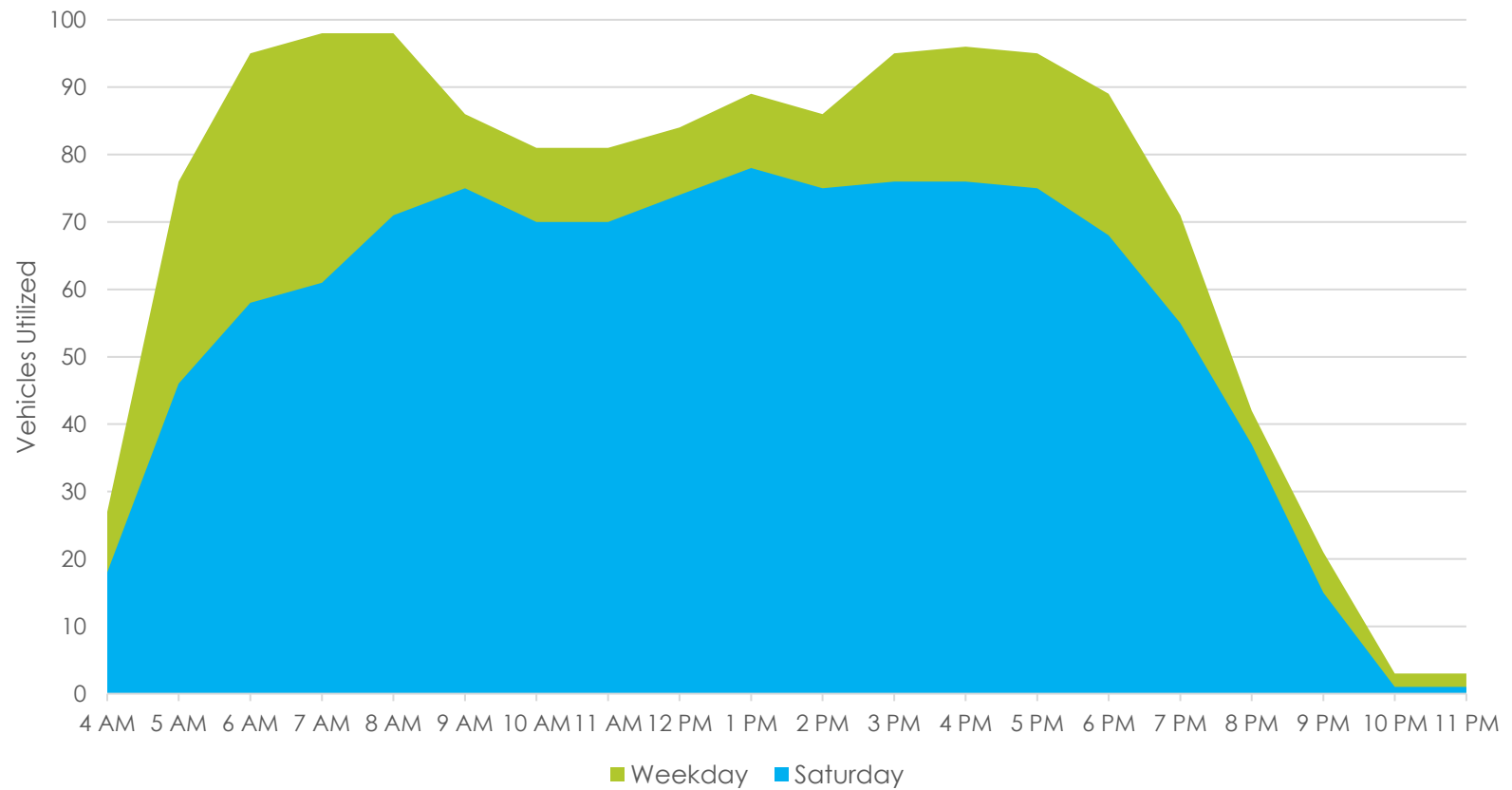
On weekdays, a higher number of vehicles are operational during morning (6:00-9:00 AM) and afternoon (3:00-7:00 PM) peaks than during midday and evening periods. On Saturdays, fleet utilization is more consistent throughout the day, particularly between 8:00-6:00 PM.

It should be noted that 74% of Sun Metro routes utilize only one peak vehicle on weekdays. On Saturdays, the percentage of routes utilizing only one peak vehicle increases to 81%. BRIO routes utilize between 8-10 vehicles on weekdays and 4 vehicles on Saturday.

Peak Bus Needs

Peak Buses	Number of Weekday Routes	Number of Saturday Routes
1	39	42
2	8	4
3	1	2
4	1	4
5	1	0
6	0	0
7	0	0
8	1	0
9	1	0
10	1	0
Total Routes	53	52

Fleet Utilization by Time of Day



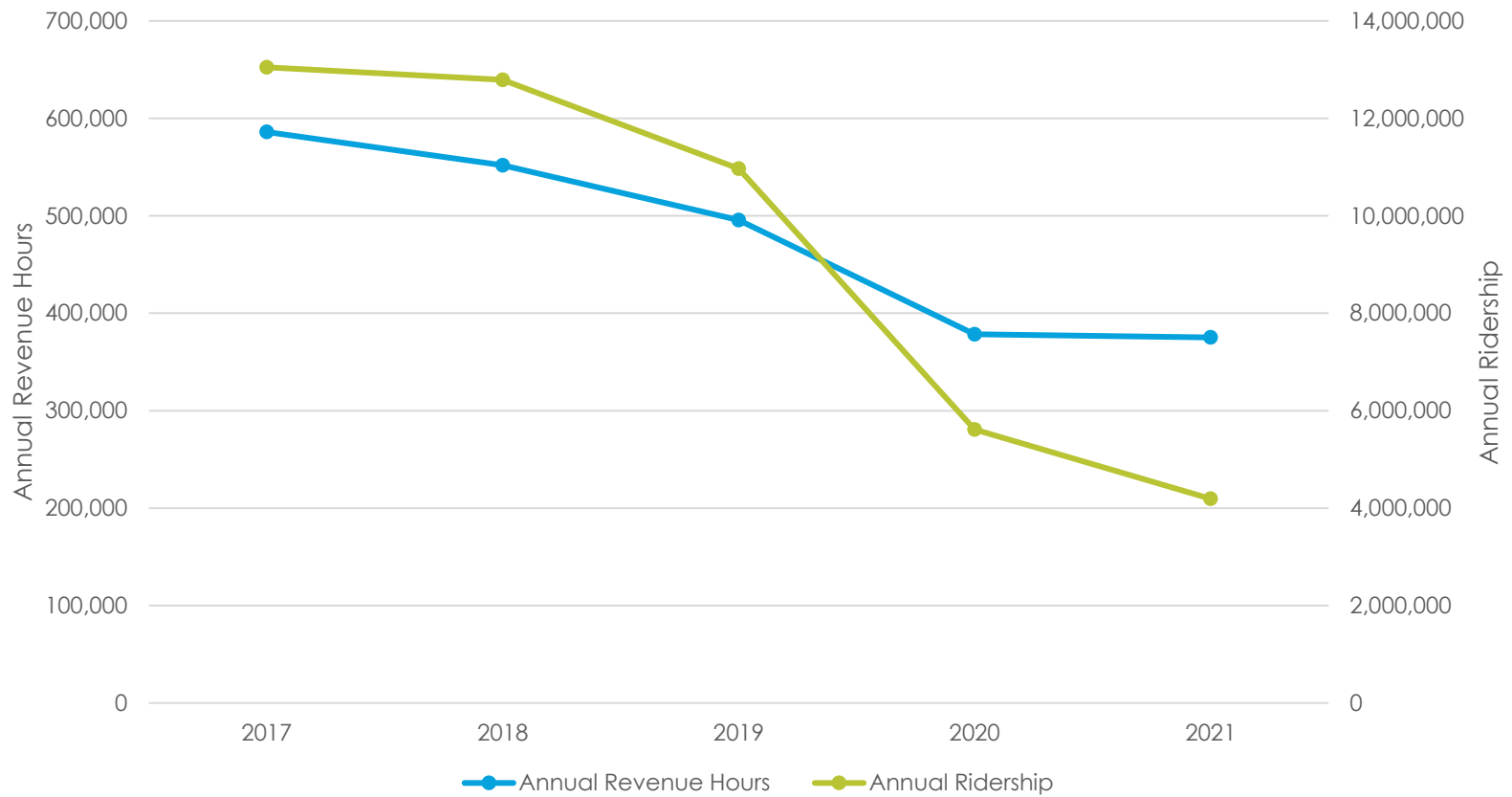
Historical System Resources

Sun Metro revenue hours and ridership declined at a similar rate between 2017 and 2019.

In 2020, Sun Metro reduced revenue hours by approximately 24% due to decreased ridership as a result of the COVID-19 pandemic. This reduction can be attributed to discontinuation of multiple routes, the suspension of Sunday service, and driver shortages. Ridership dropped by approximately 49% from 2019 to 2020, a figure similar to that of peer transit systems in the Southwest United States.

In 2021, system service levels remained consistent at approximately 375,000 revenue hours. System ridership in 2021 was lower than 2020, however, 2022 totals should exceed 2020 totals based on ridership trends from early 2022.

Annual Revenue Hours and Ridership



Source: NTD Data and Annualized 2021 data from Sun Metro

Fare Structure

Sun Metro's bus and streetcar fare structure consists of standard one-way fares, transfer slips, as well as monthly, weekly, and daily passes. One-way fares can be purchased on any fixed-route, BRIO, or Streetcar vehicle.

All passes can be purchased at Sun Metro transit centers. Four transit centers (Downtown, Eastside, Five Points, and Northgate) have ticket offices and all seven transit centers have ticket vending machines. Passes can also be purchased at BRIO bus stations equipped with ticket vending machines as well as be requested by mail. Monthly pass provides unlimited rides which are good for thirty days beginning the day of first use. Weekly pass and daily passes are valid beginning on the day of first use.

Discounted fares and passes are available for seniors, persons with disabilities, students, children ages 6-18, and military. Children 5 and under ride for free.

Sun Metro also sells tokens in quantities of 10 or 100. Tokens are available at standard and student rates.

Bus and Streetcar Fare Structure

Fare Category	Fare Product			
	Single Ride Fare	Day Pass	Weekly Pass	Monthly Pass
Standard	\$1.50	\$3.50	\$12	\$48
Military	\$1.00	N/A	\$7	\$30
Student	\$1.00	N/A	\$7	\$30
Senior/Disability	\$0.30	N/A	\$2.50	\$10
Children 6-18: \$1	\$1.0	N/A	N/A	N/A
Children 5 and under: Free	Free	N/A	N/A	N/A
Transfers: Free	Free	N/A	N/A	N/A

Transfer Policies



Transfers are good on the date issued for a one-time use within a 2-hour limit



Transfers are valid only at designated transfer points



Transfers are not valid on the issuing route or any returning routes



Transfers must be given to the driver upon use

LIFT Fares and Passes

Single use LIFT tickets are priced at \$2.50. Passes are also available for Sun Metro's paratransit service, LIFT. These passes can be purchased as a set of five or as a single fare pass.

3 SYSTEM PERFORMANCE

Historical Ridership

Pre-pandemic ridership

Sun Metro observed robust ridership in 2019 prior to the COVID-19 pandemic. Weekday ridership followed seasonal trends with higher ridership during the spring and fall periods, along with declines during the summer and winter holidays. System ridership was highest in April 2019 with close to 30,000 average weekday boardings. Saturday and Sunday remained consistent throughout between January and September. In September 2019, the Alameda and Dyer BRIO routes were implemented, resulting in service modifications on several other routes.

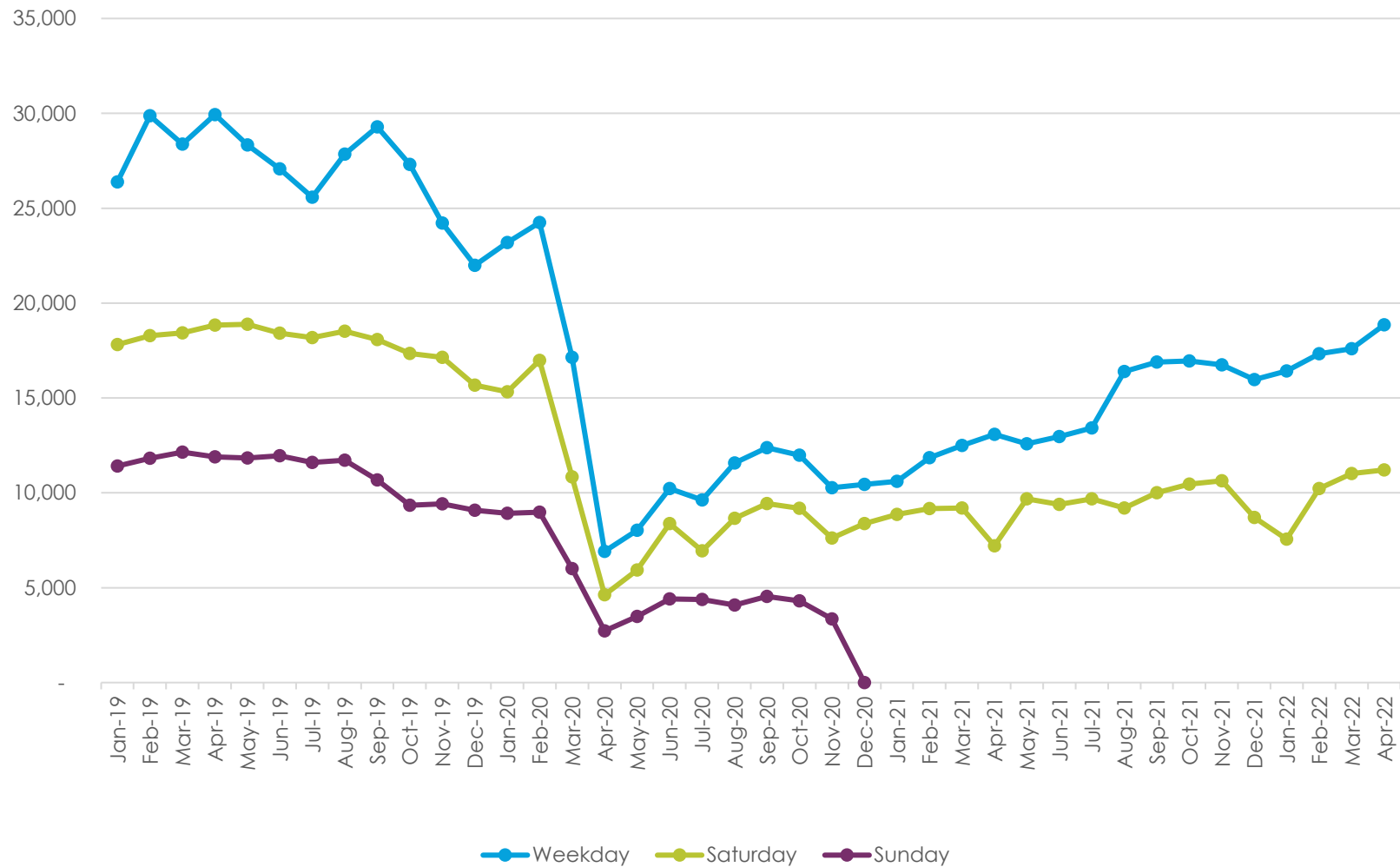
Ridership decline during pandemic

System ridership dropped sharply in March 2020 due to the COVID-19 pandemic. Significant service reductions were enacted through July 2020. Transit services were modified to prioritize the needs of essential and front-line workers. In December 2020, Sunday service was discontinued and has not been restored as of May 2022.

Ridership recovery

Weekday and Saturday ridership rose steadily from May 2020 through April 2022. System ridership during the early months of 2022 was approximately 45% higher than the early months of 2021. April 2022 system ridership is approximately 63% of pre-pandemic levels.

Average Daily Ridership by Service Level



Current Ridership

Sun Metro averages approximately 20,000 weekday boardings among all bus and streetcar services. Saturday ridership is lower, with Saturday averaging 63 percent of weekday boardings.

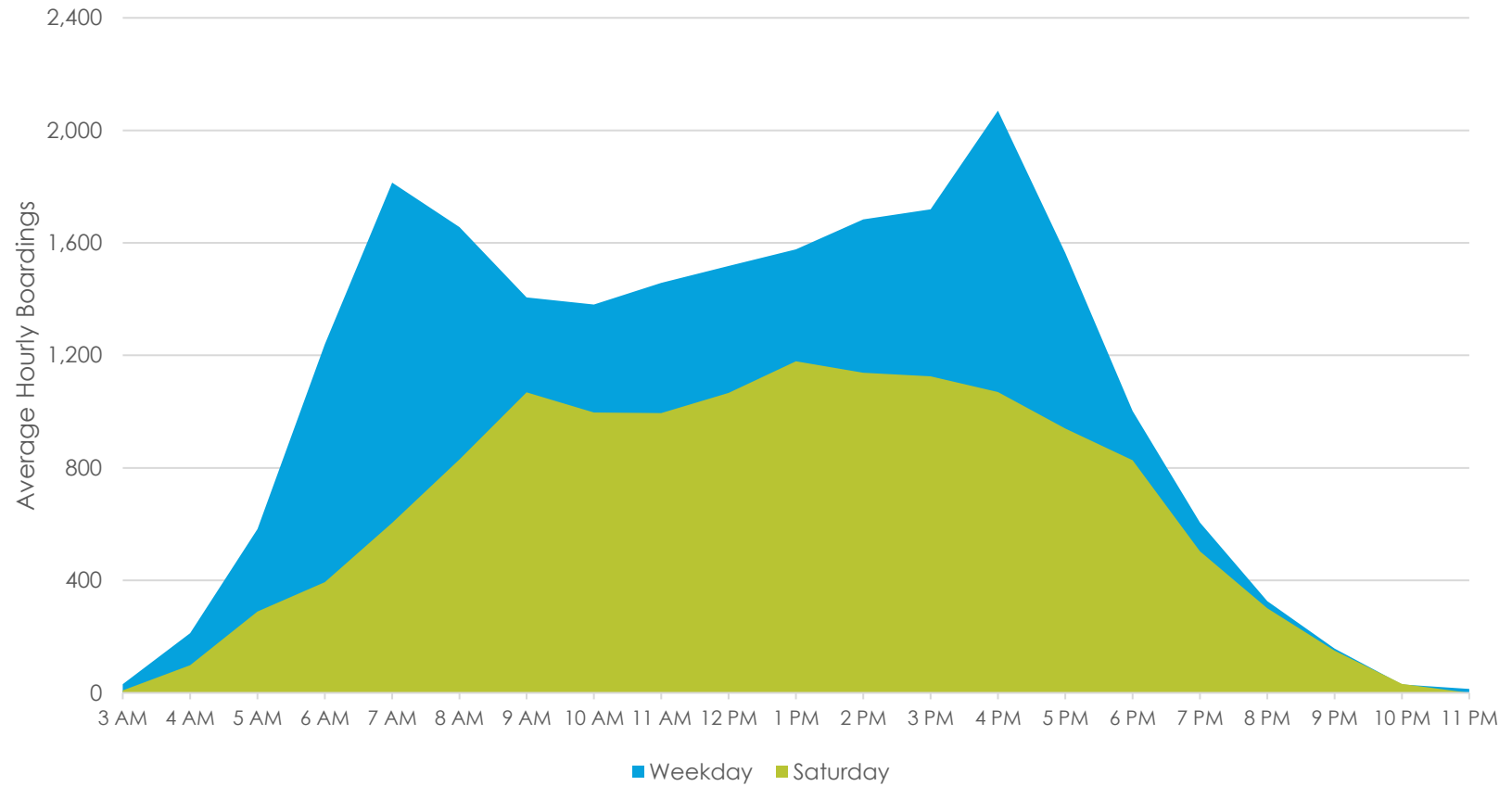
Weekday Ridership

Weekday ridership exhibits strong peak activity, with 45 percent of daily boardings taking place during peak periods of 6:00-9:00 AM and 3:00-6:00 PM. Midday ridership on weekdays accounts for approximately 42 percent of total boardings, and early morning (3:00 AM-6:00 AM) and late evening (6:00 PM-11:00 PM) trips together account for 13 percent of total weekday boardings. The afternoon ridership peak is approximately 10% higher than the morning peak, however, it should be noted that more vehicles are utilized in the morning than in the afternoon.

Saturday Ridership

Saturday depicts a more consistent ridership distribution throughout the day, with peak ridership occurring around one pm. Together, systemwide ridership trends indicate a strong commute-oriented demand during weekdays, while robust ridership trends across both day types during the midday also show demand for all-day all-week transit use. Saturday ridership ramps up slower than on weekdays.

System Ridership by Hour



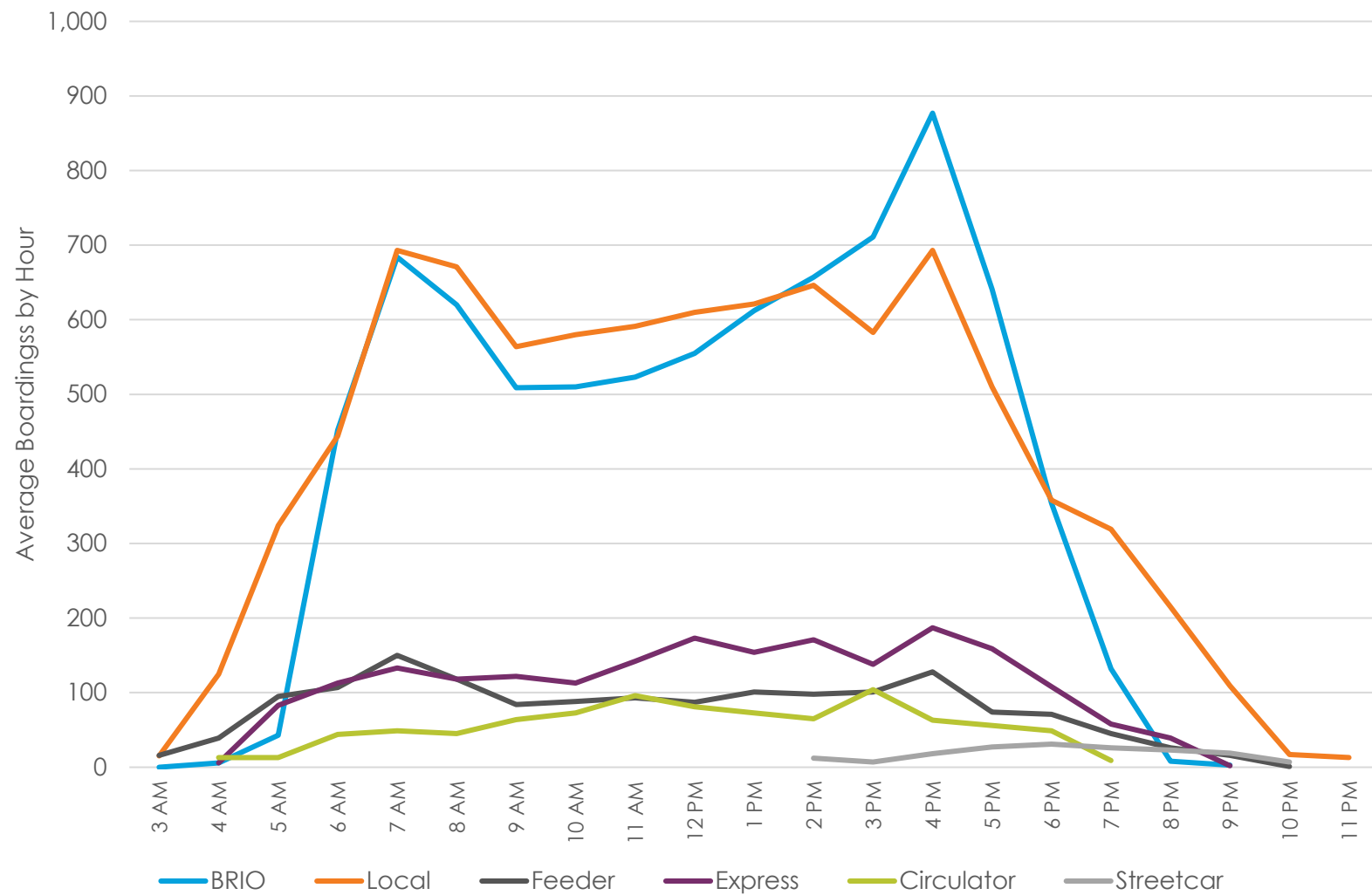
Weekday Ridership by Service Type

Local routes account for 41% of total weekday boardings while BRIO routes account for 37%. Feeder and express routes combined account for 18% of weekday boardings and circulator routes account for less than 5%.

BRIO and local routes have more pronounced peaks than other service types, justifying the higher level of BRIO service during those times. The ridership curve for BRIO and local services also indicates the potential need for more frequent service between 12:00 and 3:00 PM. BRIO routes have a shorter service span than many local routes, resulting in steep ridership influxes in the morning and dramatic drops in the evening.

Feeder, express, and circulator services do not observe any significant ridership peaks on weekdays. Streetcar ridership on Thursday and Friday is also relatively flat, aside from on days in which special events occur.

Weekday Ridership by Service Type



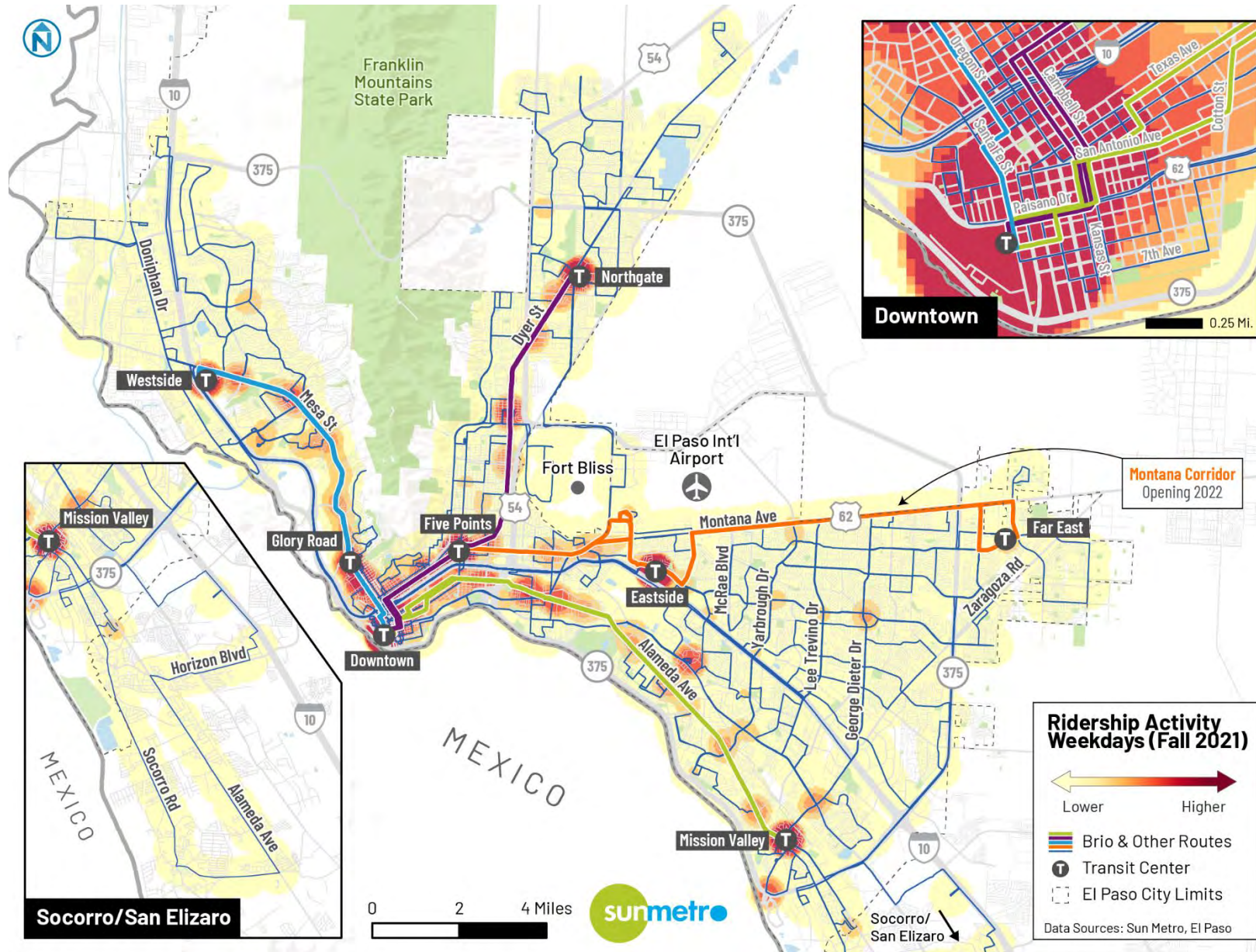
Weekday Ridership Spatial Distribution

Weekday ridership is most heavily concentrated around BRIO route alignments, as well as on transit hubs that facilitate transfers between BRIO local, feeders, and circulator services. This distribution suggests that existing BRIO lines are successful in serving as high-capacity transit corridors that link the entire Sun Metro network.

Areas and destinations with significant weekday ridership that are not directly served by BRIO lines include:

- El Paso Community College - Valle Verde Campus
- Border Highway at Zaragoza Bridge Port of Entry
- Sunland Park Mall
- Las Palmas Marketplace (North Loop Dr and Zaragoza Rd)
- Montwood Square (Montwood Dr and George Dietter Rd)
- Carousel Dr and Robin Dr

Ridership activity is generally low along the periphery of the Sun Metro network, such as neighborhoods north of Westside and Northgate Transit Centers, as well as west of George Dietter Dr. These areas are predominantly served by feeder routes than connect to nearby transit centers.



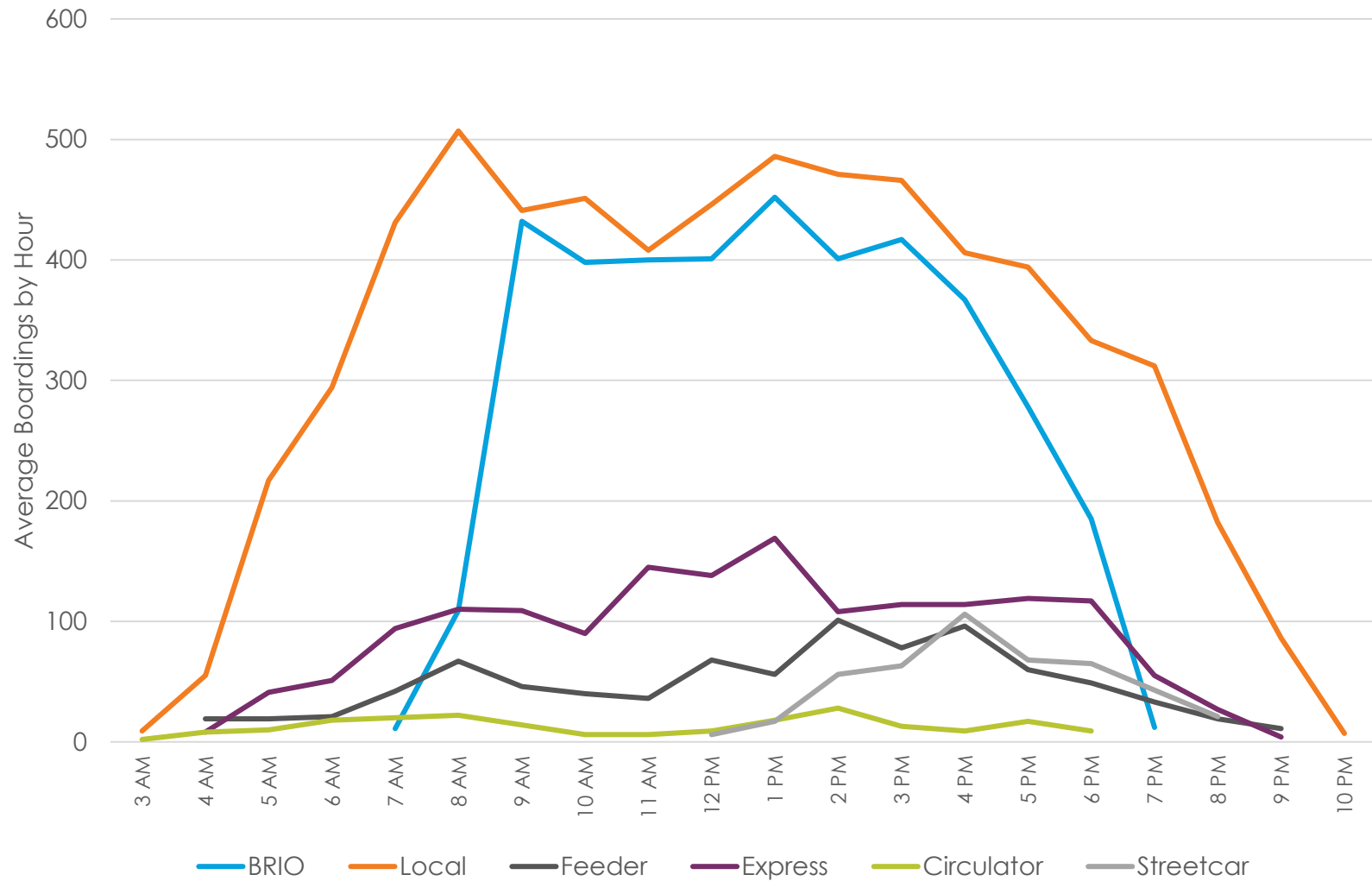
Saturday Ridership by Service Type

Similar to weekdays, local routes account for the highest share of Saturday ridership across all time periods with close to 50% of total daily boardings across all service types. BRIO lines carry a smaller share of ridership on Saturday at 30%, likely due to reduced frequencies (20 minutes) and shorter hours of operation (8:00 AM to 7:00 PM). Feeder and express routes combined, observe approximately 18% of Saturday boardings, and circulator routes account for roughly 2%.

Ridership on local ridership as a whole ramps up steadily on Saturday mornings while BRIO rises steeply due to its later start time. Both local and BRIO services plateau in ridership between 8:00 AM and 4:00 PM on Saturdays.

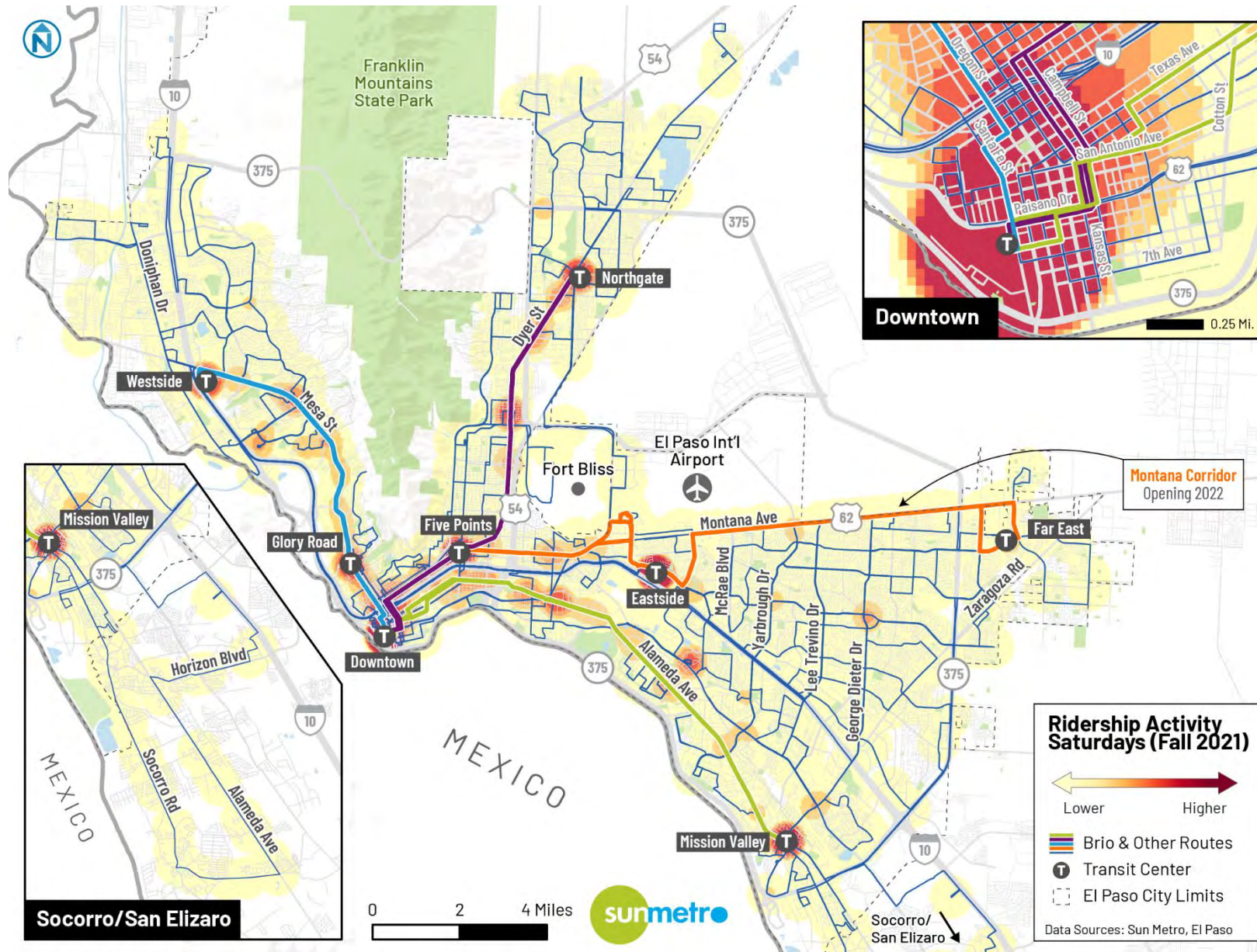
Streetcar ridership is higher on Saturday than Thursday and Friday with the highest levels of activity occurring between 3:00 PM and 7:00 PM.

Saturday Ridership by Service Type



Saturday Ridership Spatial Distribution

Saturday ridership spatial distribution follows similar trends to weekday ridership distribution, with significant activity in areas served by BRIO routes, as well as the same activity centers and high-density residential areas as on weekdays.



BRIO Route Ridership

BRIO routes are comparable in terms of average daily boardings on both weekdays and Saturday.

However, ridership productivity, measured as boardings per revenue hours, ranges to a greater degree. Productivity is a better measure of route efficiency than daily boardings as it illustrates ridership per unit of service. On weekdays, Route 205 Mesa BRIO is 25% more productive than Route 207 Dyer BRIO.

Each BRIO line is more productive on Saturday than on weekdays.

Weekday Boardings



Weekday Productivity



Saturday Boardings



Saturday Productivity



Local Route Ridership

Routes 14 Westwind and 50 Montana have significantly higher ridership than other weekday local routes mostly due to their length and/or frequencies, which require more buses (five for Route 14 and three for Route 50) to operate than most other local routes. All other local routes require only 1-2 buses to operate.

Despite the higher level of resources on Routes 14 and 50, several other local routes achieve similar productivity, such as:

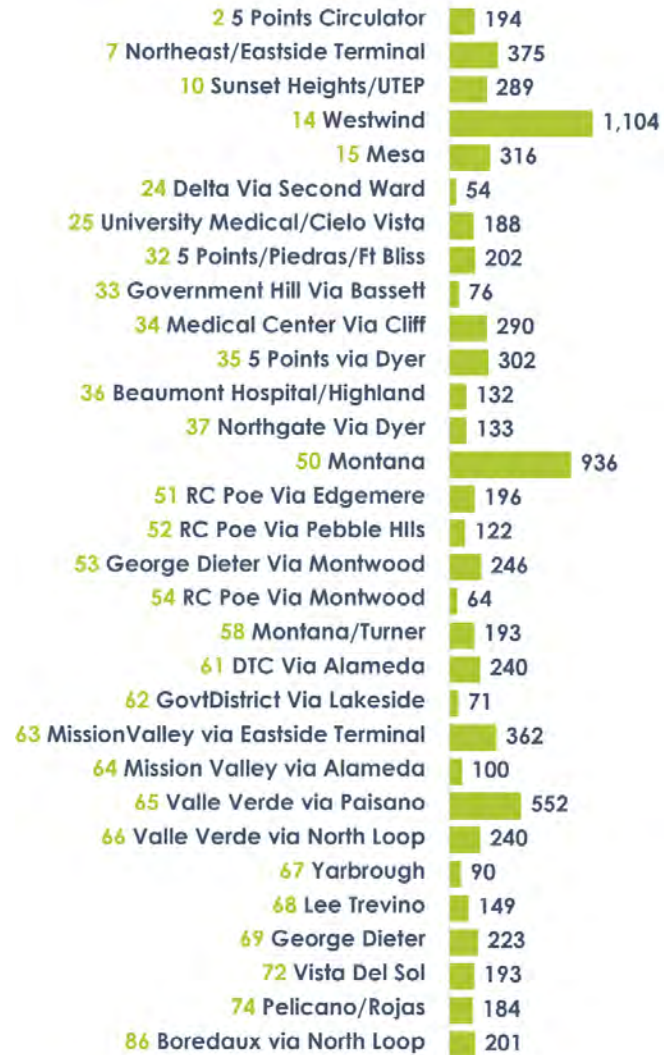
- Route 10 Sunset Heights/UTEP
- Route 35 Five Points via Dyer
- Route 65 Valle Verde via Paisano
- Route 69 George Dietter

On the other end of the spectrum, several local routes are very low performing, generating less than 100 daily boardings and 10 boardings per hour, including:

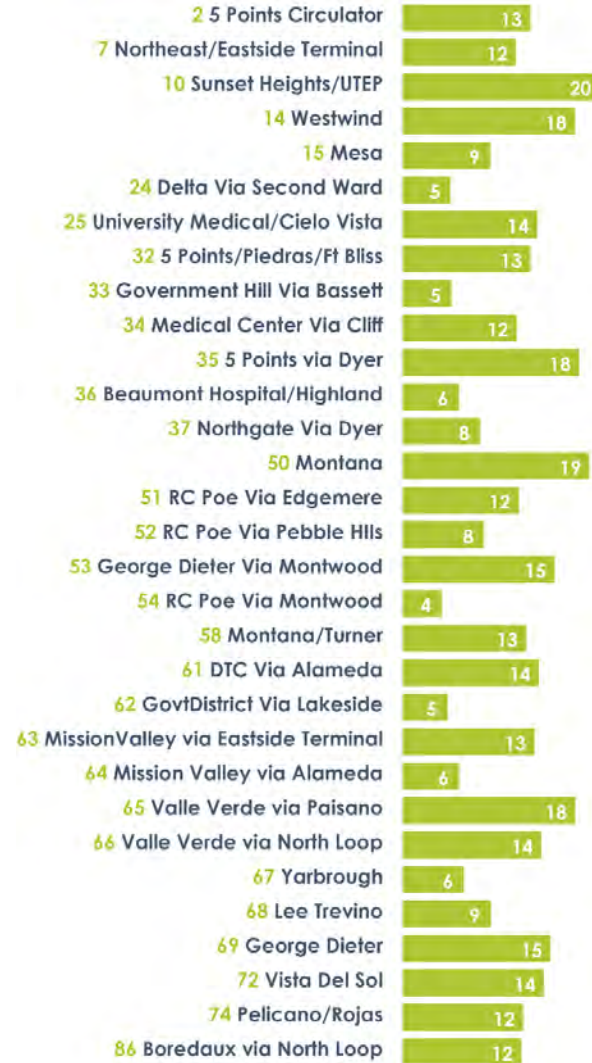
- Route 24 Delta via Second Ward
- Route 33 Government Hill via Bassett
- Route 54 RC Poe via Montwood
- Route 62 Government District via Lakeside
- Route 64 Mission Valley via Alameda
- Route 67 Yarbrough

Local routes are generally just as productive on Saturday than on weekdays with few exceptions. It should also be noted that Routes 2, 10, and 33 do not operate on Saturday.

Weekday Boardings



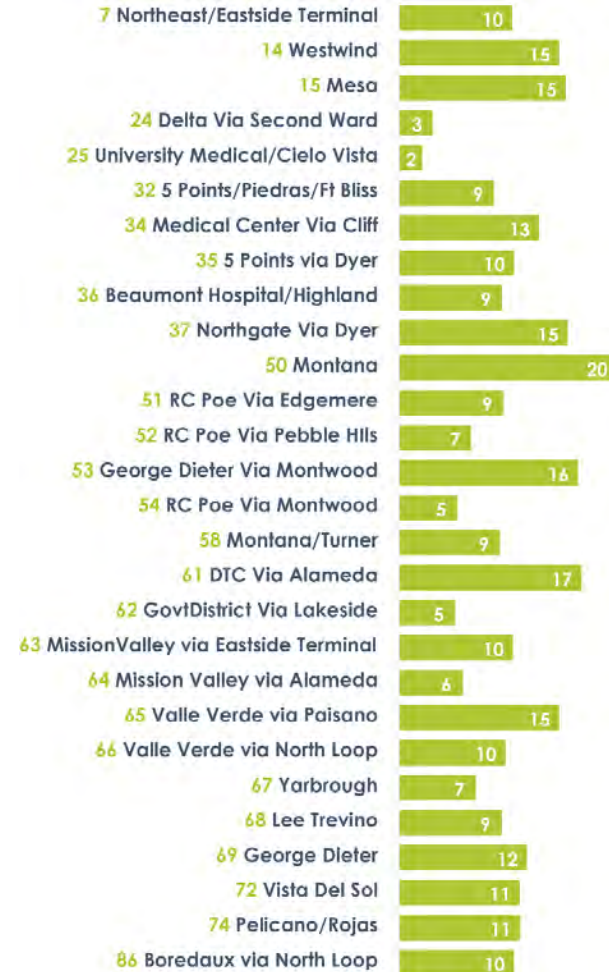
Weekday Productivity



Saturday Boardings



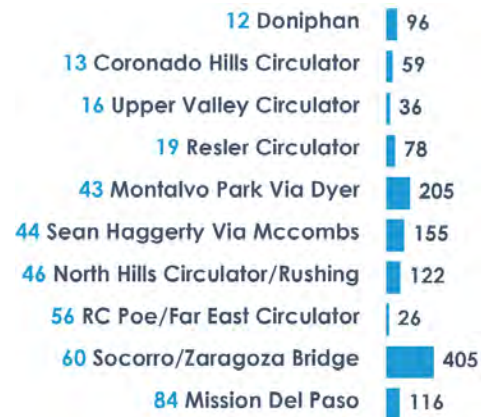
Saturday Productivity



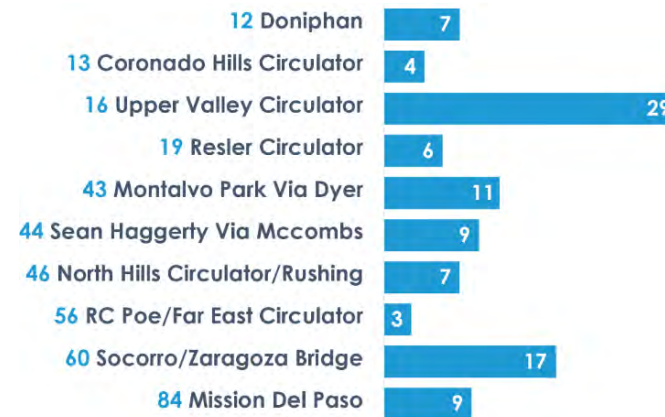
Feeder Route Ridership

With the exception of Route 60 Socorro/Zaragoza Bridge, all other feeder routes require only one bus to operate. Therefore, boarding counts are low to moderate on most routes. A comparison of productivity reveals that Route 60 is the highest performing all-day feeder route with 17 boardings per hour on weekdays. While Route 16 has highest productivity, it only operates for one trip per day. Routes 12 and 16 do not operate on Saturday.

Weekday Boardings



Weekday Productivity



Saturday Boardings



Saturday Productivity



Express Route Ridership

Route 59 is a high ridership express routes that has ranks 4th in boardings and 1st in productivity across all Sun Metro routes. Aside from BRIO lines, Route 59 is the only route in the system that runs better than every 15 minutes on weekdays. Route 59 utilizes four buses on both weekdays and Saturday.

Routes 5 and 6 were introduced in August 2020 to provide connections between the Eastside, Mission Valley and future Far East Transit Centers. Sun Metro uses lower-capacity cutaway vehicles to operate these routes. While ridership and productivity are low on both routes, their funding is secured by the El Paso Metropolitan Planning Organization through 2023.

Weekday Boardings



Weekday Productivity



Saturday Boardings



Saturday Productivity



Circulator Route Ridership

Route 4 Union Plaza is a bi-directional downtown circulator route that serves the Downtown Transit Center and a variety of downtown destinations on weekdays only. Route 4 operates in an indirect loop alignment utilizing two buses. Despite its slow speed of approximately 7mph, Route 4 is among the most productive routes in the system at 20 boardings per revenue hour.

Route 8 is a circulator that connects the Eastside Transit Center and high-density housing along Viscount Blvd with numerous shopping destinations along Gateway Blvd. Route 21 is a circulator that serves Bassett Place Shopping Mall, University Medical Center, and surrounding neighborhoods. Both circulators have low ridership and productivity.

Weekday Boardings



Weekday Productivity



Saturday Boardings



Saturday Productivity

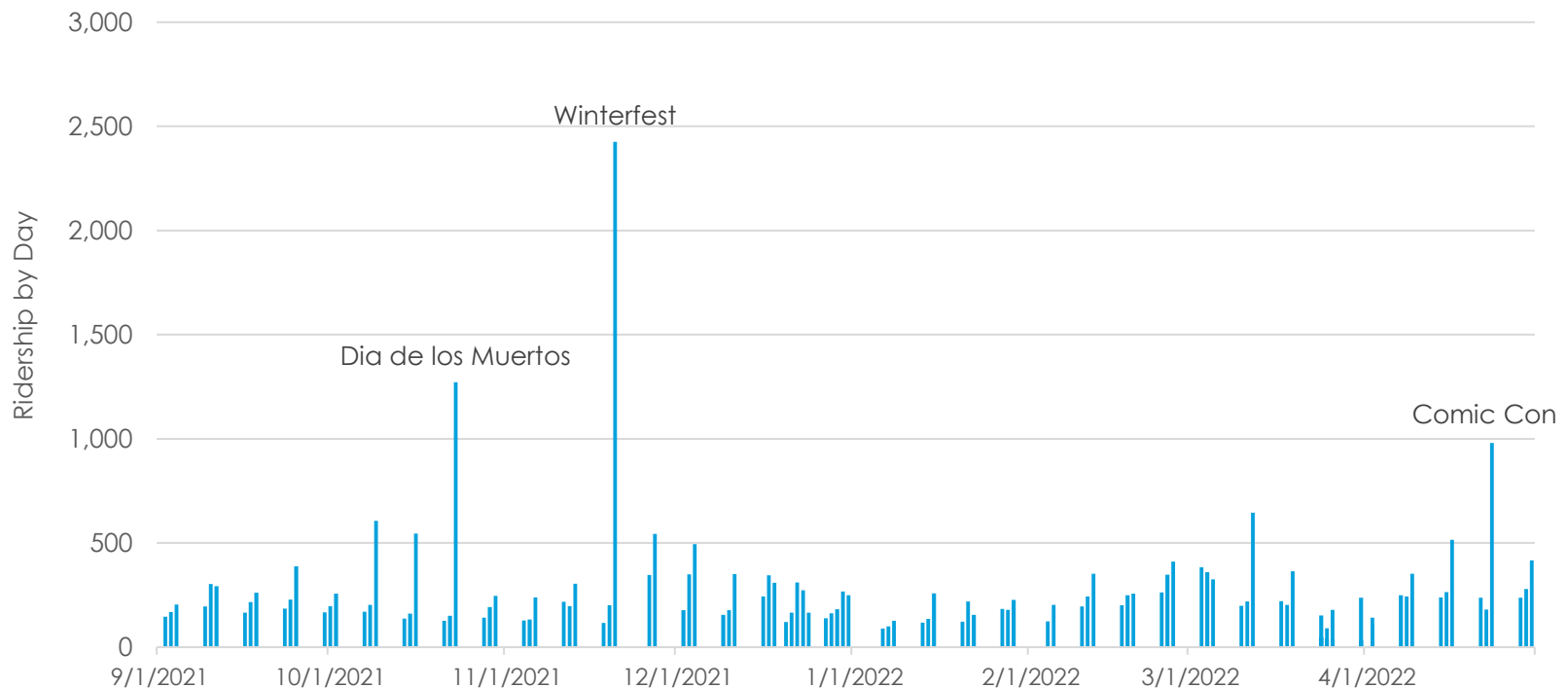


Streetcar Ridership

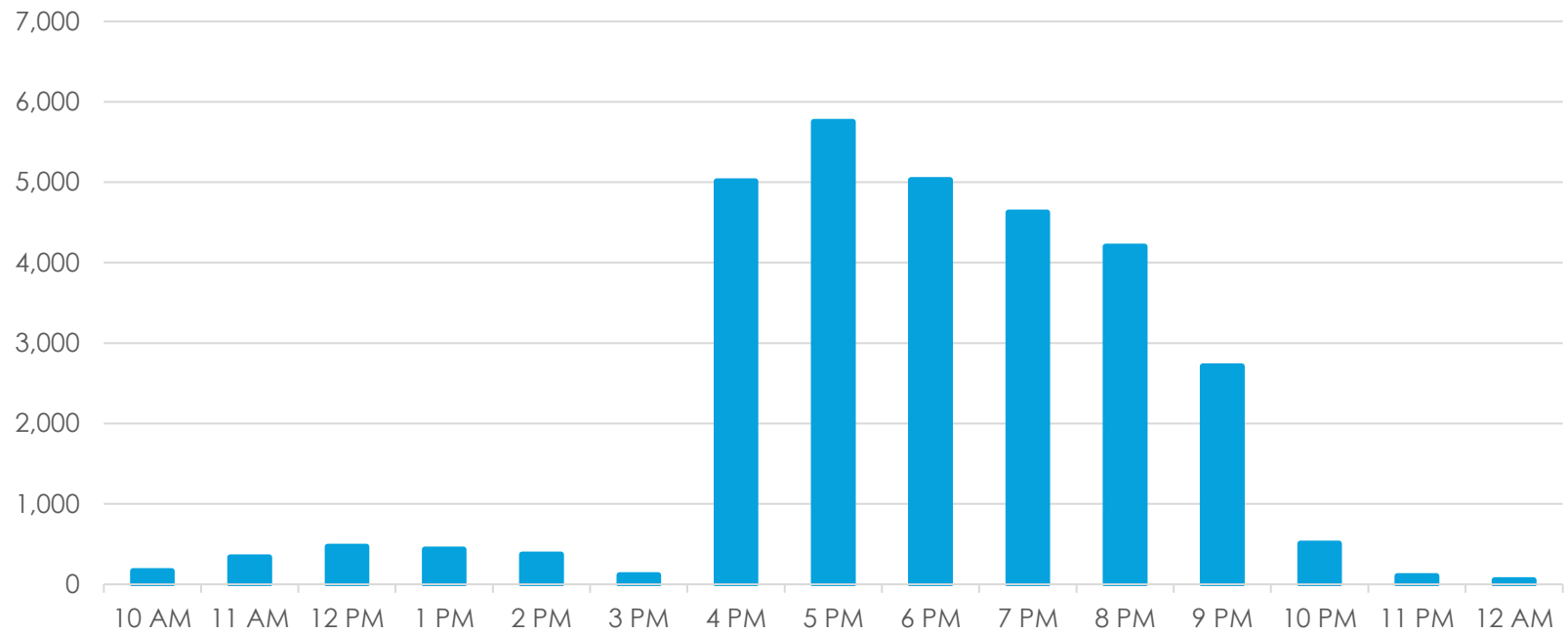
The El Paso Streetcar is unique in its mode and operating profile. Service resumed in July 2021 after an 16-month suspension due to the COVID pandemic. The typical operating profile of the Streetcar is Thursday-Saturday from 4:00-11:00 PM. Streetcar hours of service are sometimes extended for special events such as Winterfest, Dia de los Muertos, and El Paso Public Libraries' Read and Ride program.

In late 2021, the Streetcar observed high ridership in conjunction with holiday events such as Dia de los Muertos and Winterfest. The Streetcar has also seen steady ridership growth during the first four months of 2022. Ridership typically peaks in the early evening (4:00-7:00 PM) and drops thereafter. Saturday ridership is regularly 60-120% higher than Friday and Thursday ridership.

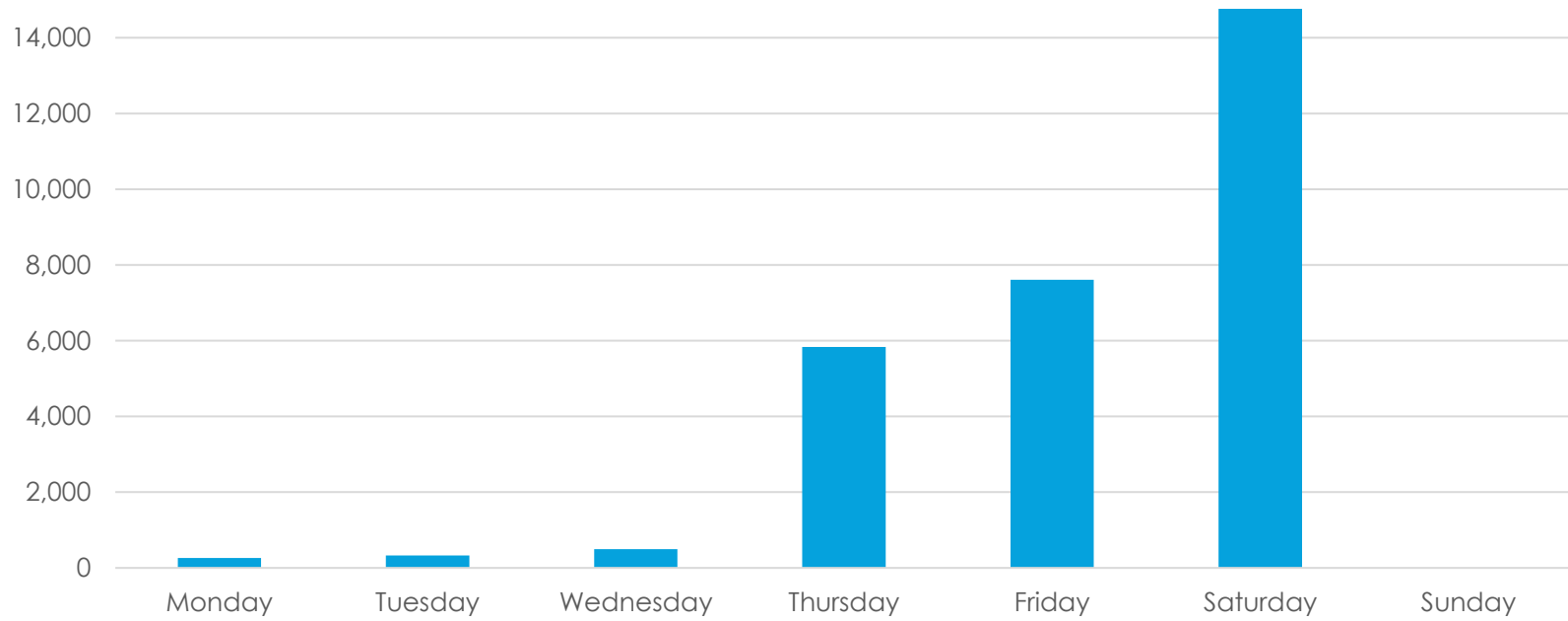
Streetcar FY 2022 Daily Ridership



Streetcar FY 2022 Ridership by Hour



Streetcar FY 2022 Ridership by Day of Week



On-Time Performance

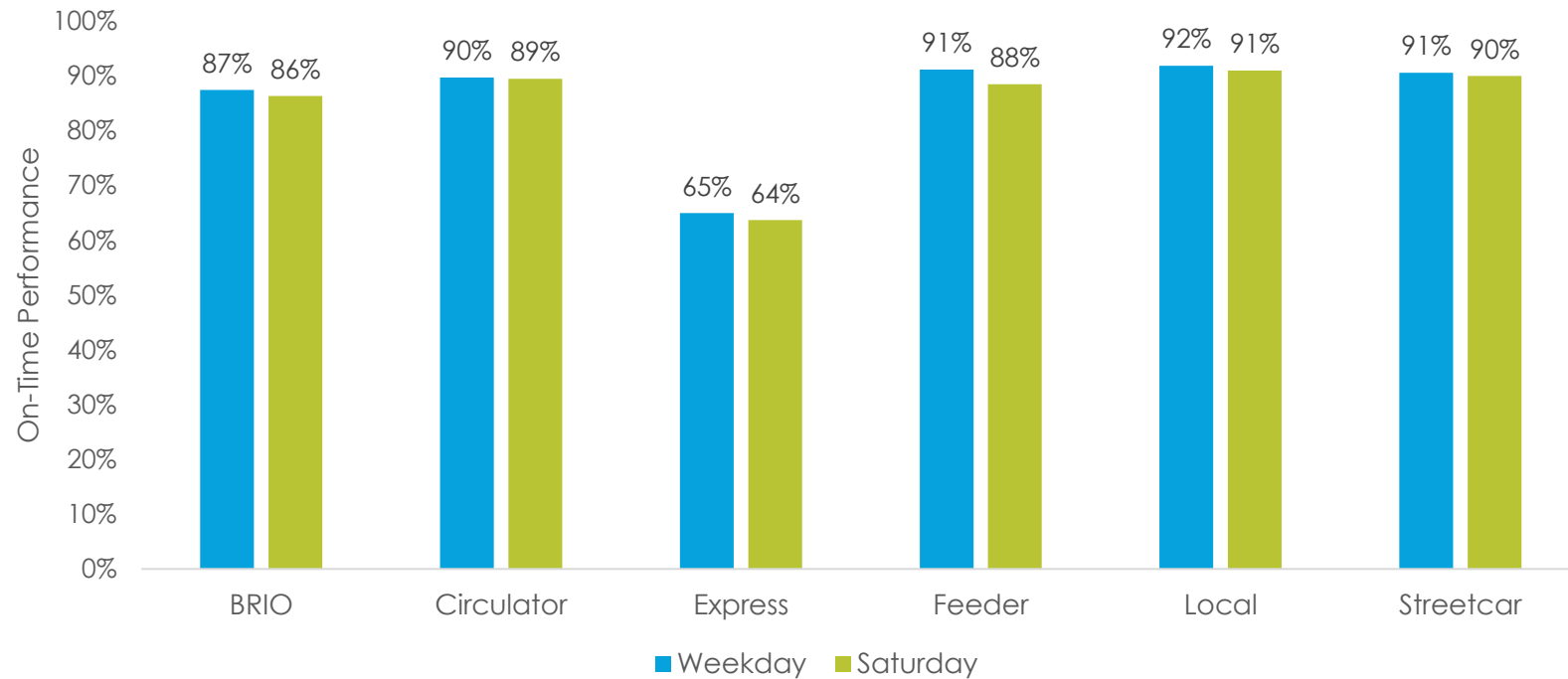
Sun Metro measures on-time performance at designated timepoints. A bus is considered "on time" if it departs a timepoint no earlier than 1 minute and no later than 5 minutes after its scheduled departure.

Based on October 2021 numbers, Sun Metro has a system average on-time performance of 86% on weekdays, and 85% on Saturdays. Sun Metro Service Standards sets 85 percent of the time performance as the target threshold for on-time performance, and Sun Metro services largely meet this target.

On-time performance analysis was performed on service tier level and by day of week. Express service is the lowest performer, with only 64% of trips occurring on time, and more than a third of trips running late. All other modes exhibit close to 90% on-time performance on both service days, indicating robust system reliability and efficiency.

The lower on-time performance of Express routes compared to other service types can be attributed to their operation on highways and arterial streets with congestion choke points and their limited number of timepoints.

Average On-Time Performance by Service Type



Express Routes Weekday Performance

Route No.	Route Name	% Early	% On-Time	% Late
5	Far East/Eastside Terminal Express	2%	59%	40%
6	Far East/ Mission Valley Express	4%	67%	29%
59	Eastside Connector	0%	68%	31%

4 BUS RIDER CHARACTERISTICS

2021 Bus Rider Survey

Sun Metro conducted a rider survey on buses over the course of several weeks from mid-May 2021 through early July 2021. El Paso Independent School District was out of session during part of the survey period. A total of 2,704 riders responded to the survey with average completion percentage of 82%.

2022 Bus Rider Survey

The Nelson\Nygaard consultant team conducted a follow-up rider survey during the first week of May 2022. The survey questionnaire was similar to the 2021 survey; however, some new questions were added while others were simplified. A total of 2,679 riders responded to the survey with an average completion percentage of 90%.

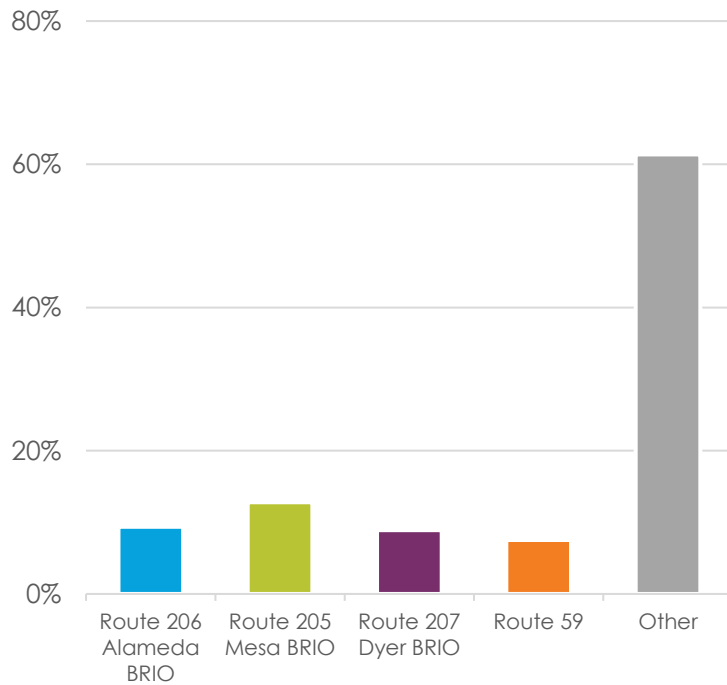
This chapter compares the results of each rider survey. Key findings and interpretations are noted for each topic.

Route Used

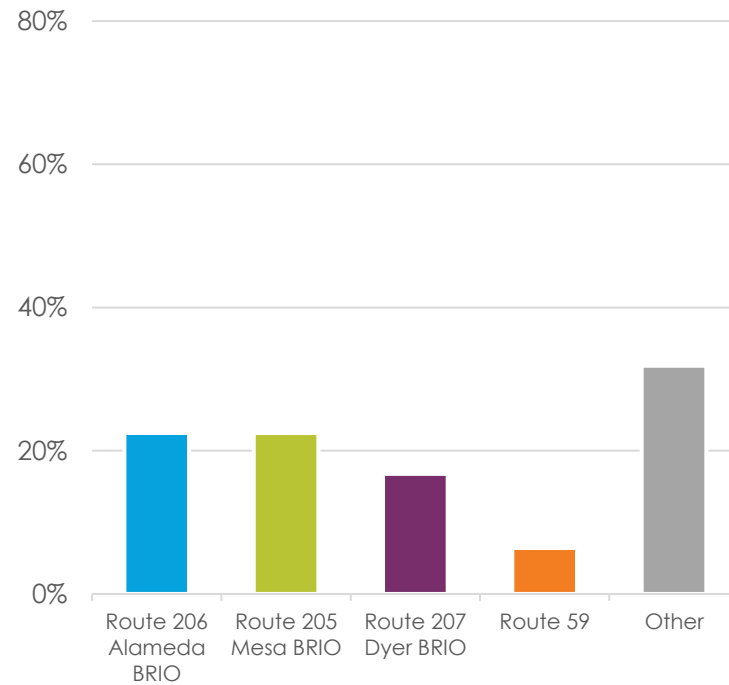
Sun Metro riders are shifting to BRIO routes.

The May 2022 survey results mirror Sun Metro ridership, with BRIO lines and Route 59 accounting for approximately 60% of system ridership. A major goal of the June 2021 survey was to obtain surveys for each route that met or exceeded its proportion of the total system ridership.

2021 Survey



2022 Survey

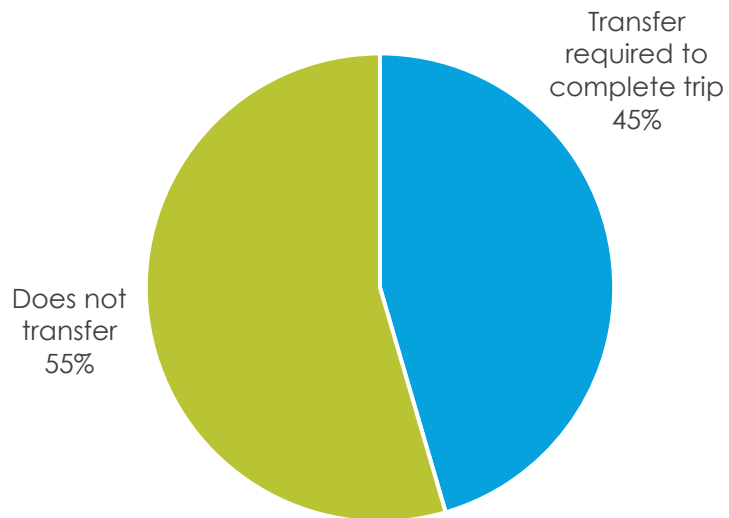


Transfers

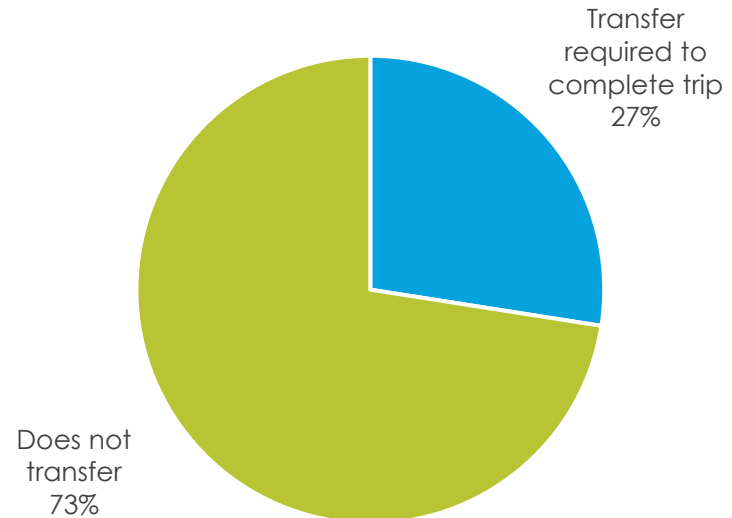
Transfer rates are decreasing.

The surveys asked if riders transferred at any point between routes during their trip. Compared to June 2021, fewer riders transferred in May 2022. This is likely due to more riders taking BRIO routes rather than multiple local routes to complete their trip.

2021 Survey



2022 Survey

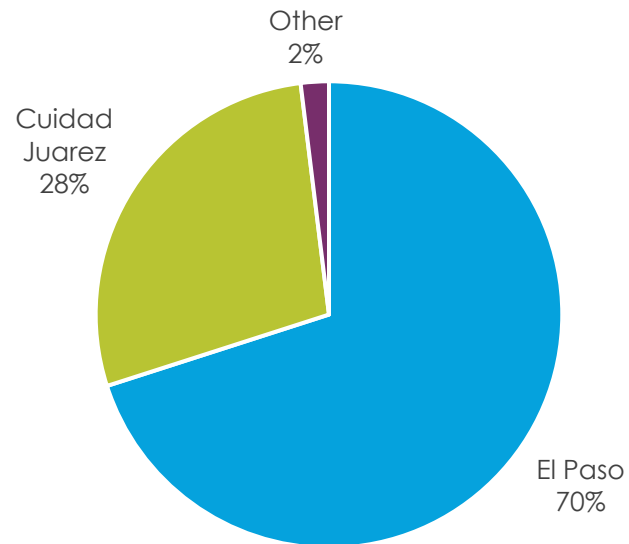


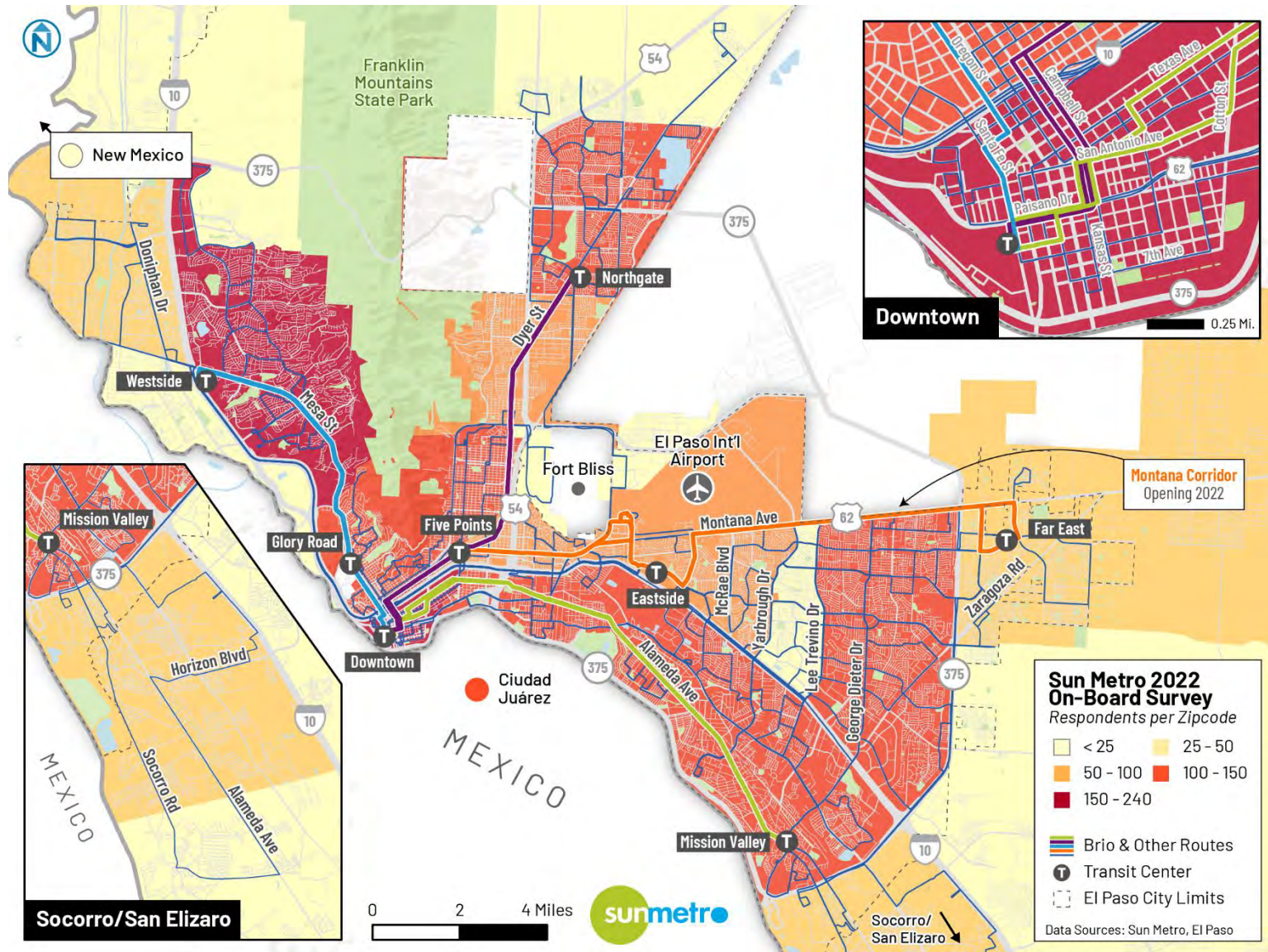
Rider Origins

Approximately one-quarter of riders live in Ciudad Juarez.

The surveys used riders where they live and their home zip code. The majority of survey respondents live in El Paso (70%) followed by Ciudad Juarez (28%). The map on the following page shows the distribution of survey respondents by zip code.

2022 Survey



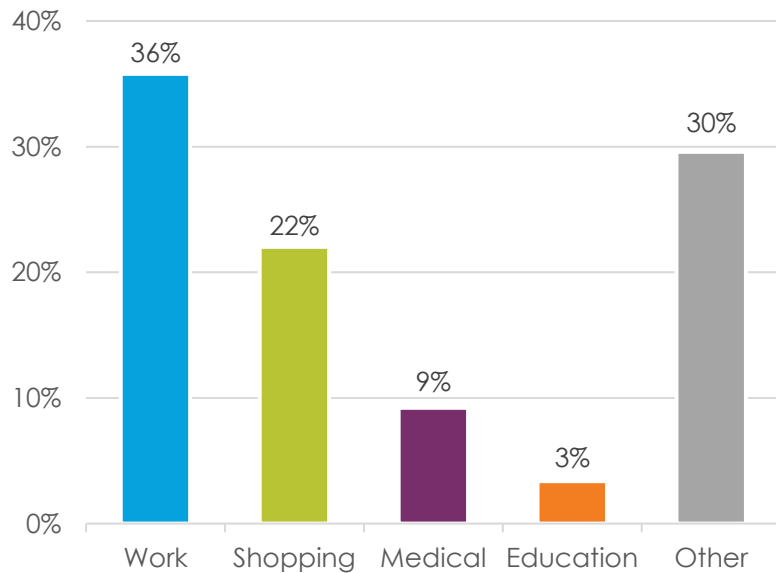


Rider Destinations

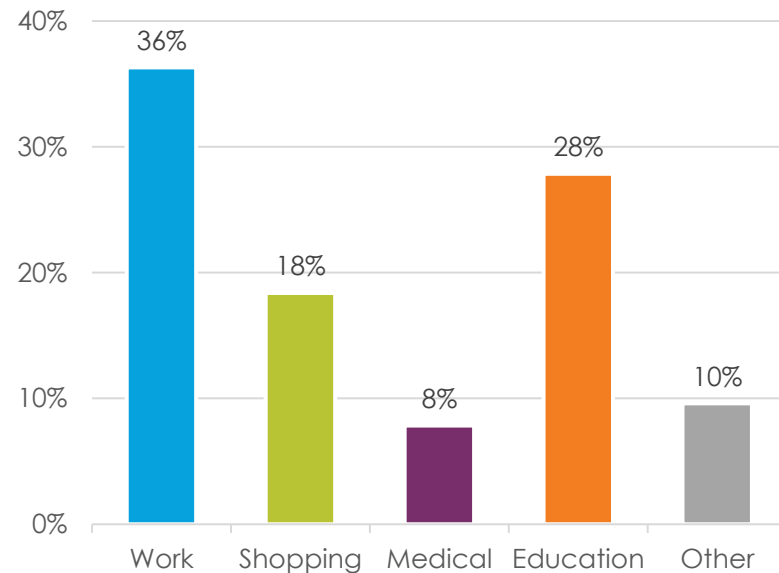
More than half of transit trips are to work or shopping.

The surveys asked riders where they were currently traveling. The charts below exclude respondents that reported they were traveling home. About one-third of respondents in both June 2021 and May 2022 reported they were traveling to work and about one-fifth were traveling to shopping. The relatively low proportion of education trips in June 2021 may be attributed to the beginning of El Paso Independent School District Summer Break on June 16, 2021.

2021 Survey



2022 Survey

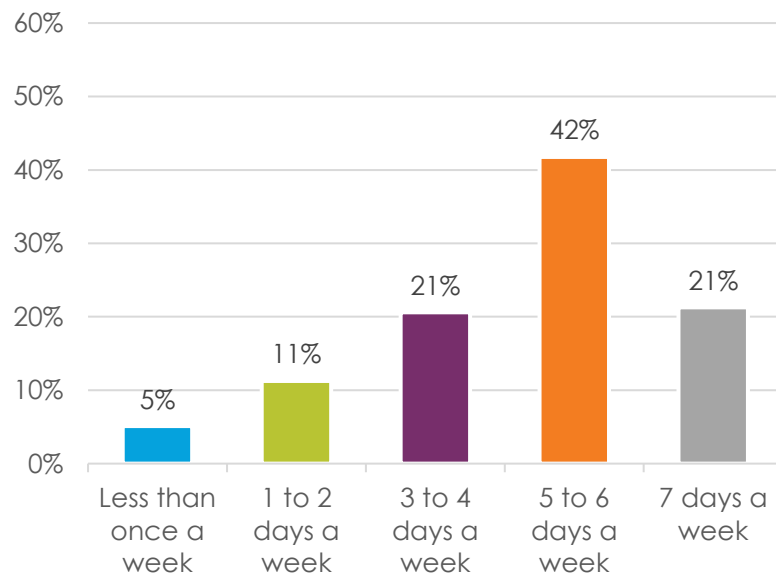


System Usage

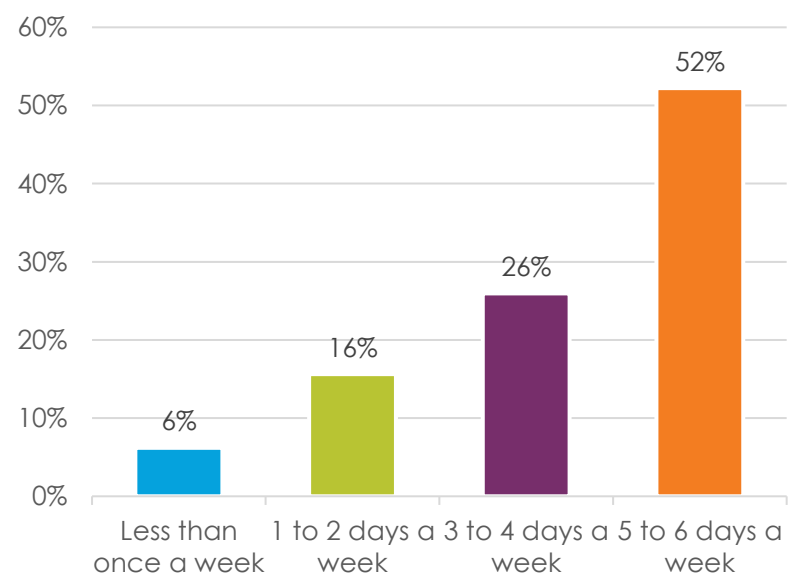
Most riders take Sun Metro at least five days a week.

The surveys asked respondents how many days in a typical week they ride Sun Metro. In both surveys, the greatest proportion of respondents rode five to six days a week. In June 2022, about 20% of riders rode transit seven days a week. In May 2022, Sun Metro did not operate service on Sundays.

2021 Survey



2022 Survey

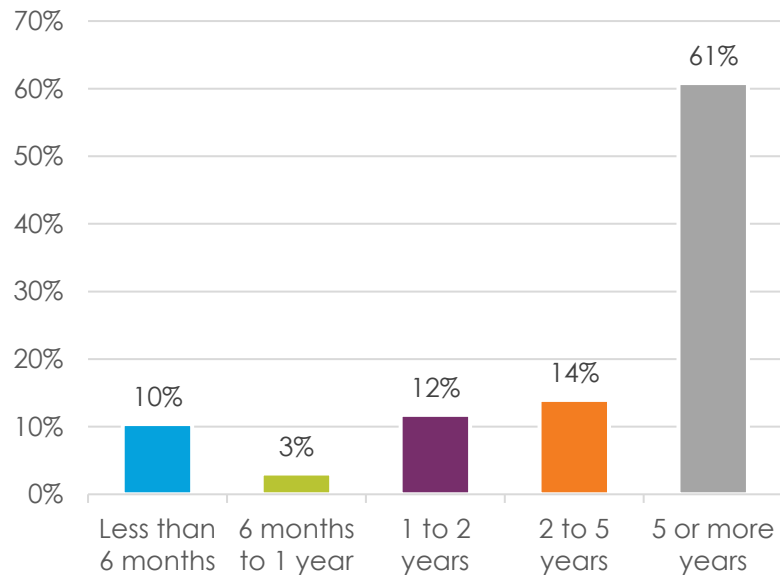


Rider Tenure

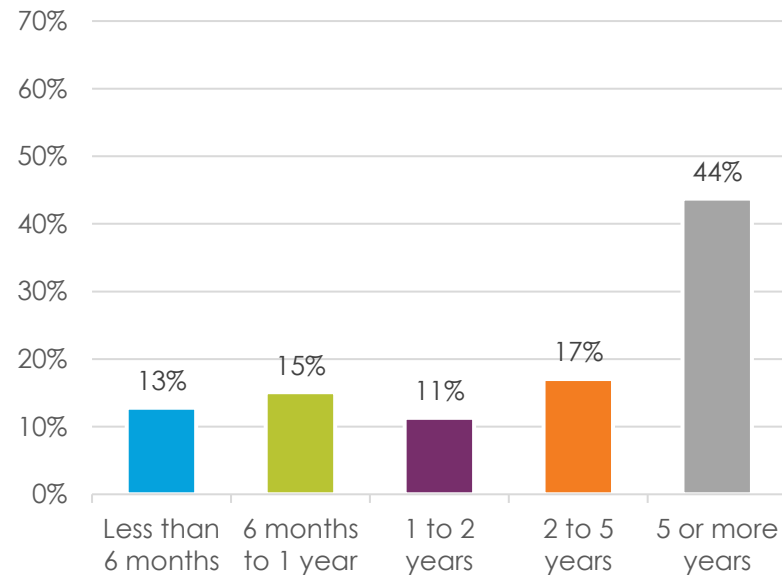
Sun Metro has a high percentage of long-time riders.

The surveys asked respondents for how long they have used Sun Metro. The length of time a rider has taken a transit service is also known as rider tenure. The majority of respondents from both time periods have taken transit for more than 5 years. In May 2022, a greater proportion of riders had been riding for less than a year or are relatively new to the system.

2021 Survey



2022 Survey

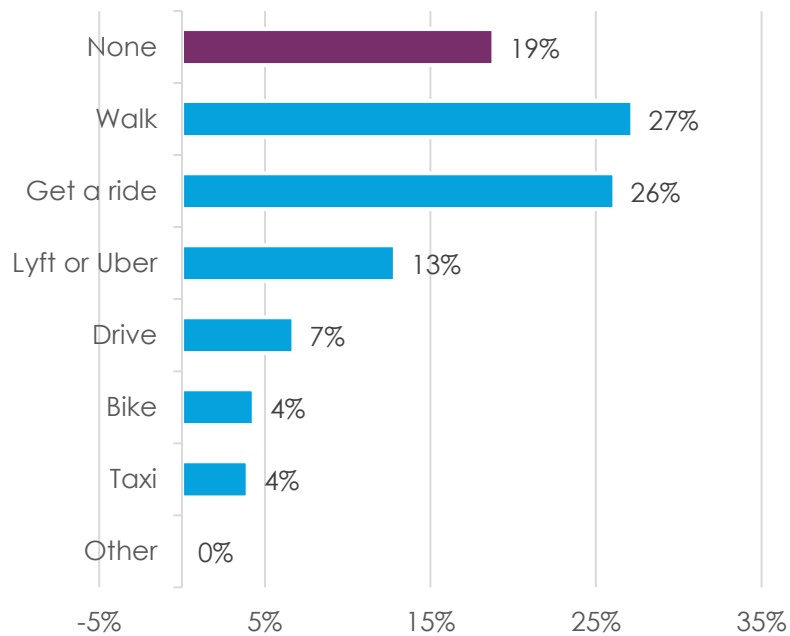


Transportation Alternative

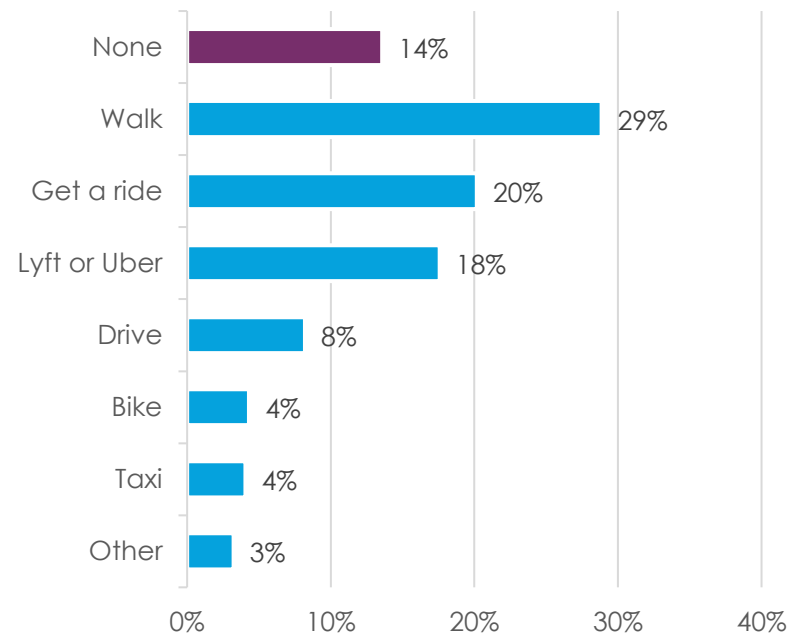
Ride hailing services such as Lyft and Uber are increasing as alternatives to Sun Metro.

The surveys asked riders how they would have made their current transit trip if Sun Metro was not available. Less than 20% of riders reported that they would not have made the trip without Sun Metro in both years. About one third of respondents would walk or bike without Sun Metro and about a quarter reported they would get a ride. In 2022, more riders reported that they would hail a Lyft or Uber than in 2021.

2021 Survey



2022 Survey

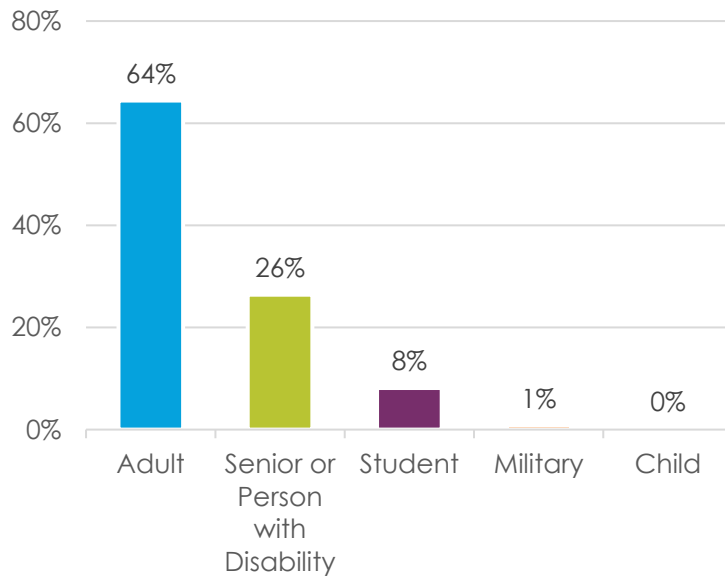


Fare Category

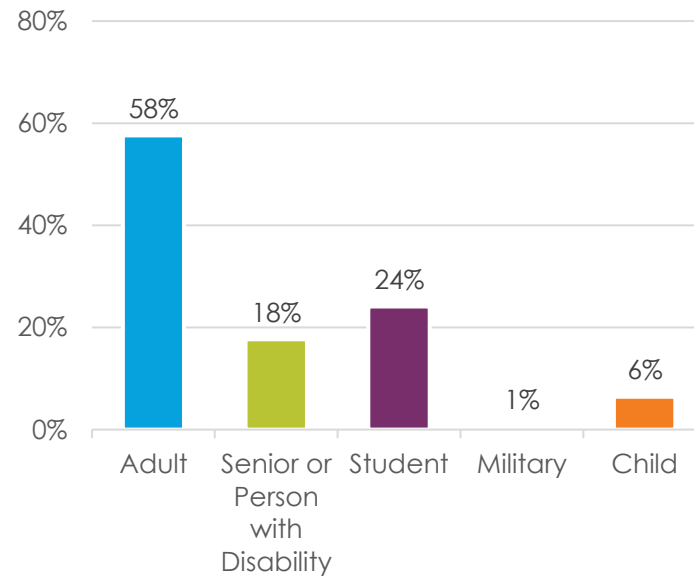
Students make up nearly one out of four riders when schools are in session.

The surveys asked respondents which fare category applies to them. In May 2022, most riders paid the standard adult fare (54%) followed by the student fare (23%). Nearly one-fifth of riders paid with a reduced fare for seniors and persons with disabilities, which provides a significant discount (80% off the standard adult fare).

2021 Survey



2022 Survey

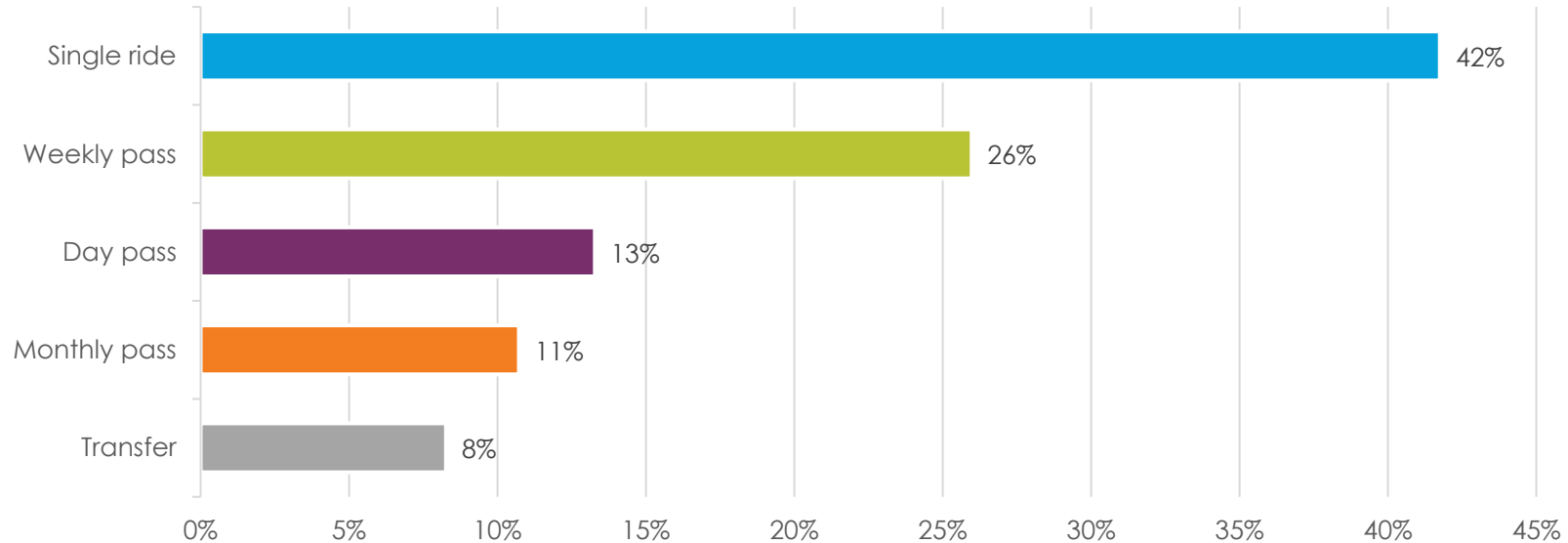


Fare Product

Half of Sun Metro riders use passes to pay for their trip.

The May 2022 survey asked riders about which fare product they used to pay for their trip. Nearly half of riders paid for a single ride with a ticket, token, or cash. Most pass riders pay with a weekly pass (26%) over a day or monthly pass. If Sun Metro wants to promote pass usage over single ride fares, there are opportunities to reduce pass costs and extend discounted fares to the daily pass.

2021 Survey

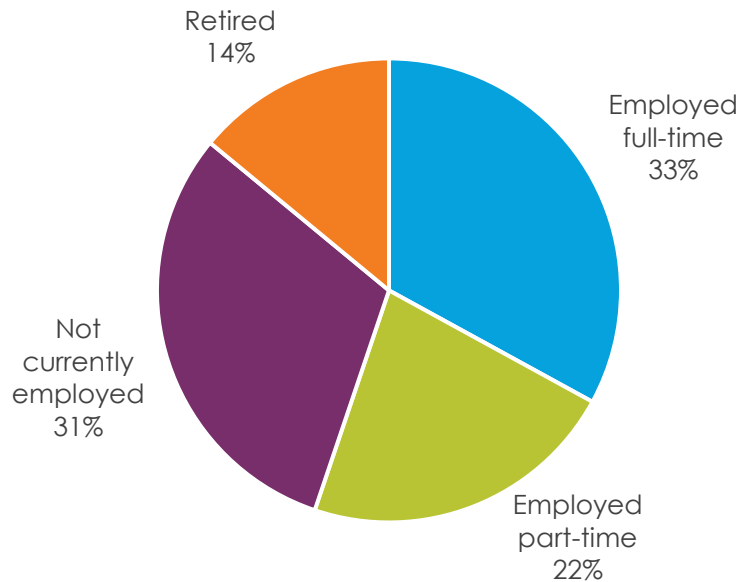


Employment Status

The majority of riders are employed full- or part-time.

The May 2022 survey asked respondents if they are currently employed. Over half (55%) of respondents reported that they are employed, either full- or part-time.

2022 Survey

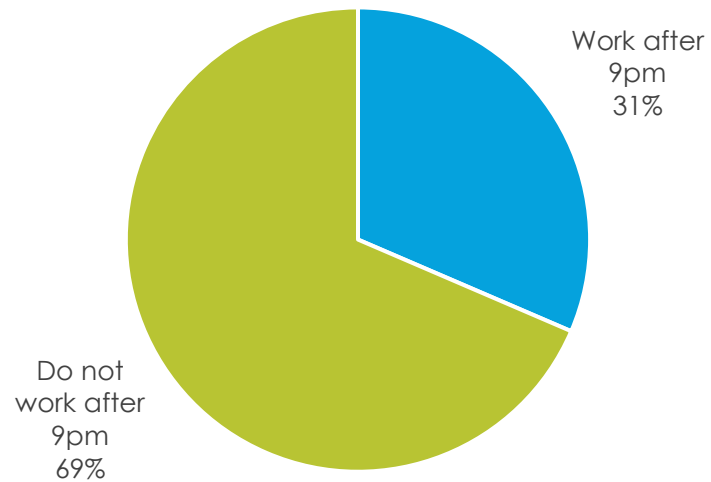


Night Employment

Nearly one in three riders work late night hours.

The May 2022 survey asked riders if they work past 9:00 PM. on a typical workday. Of those who are employed, nearly one-third reported that they do work late.

2022 Survey

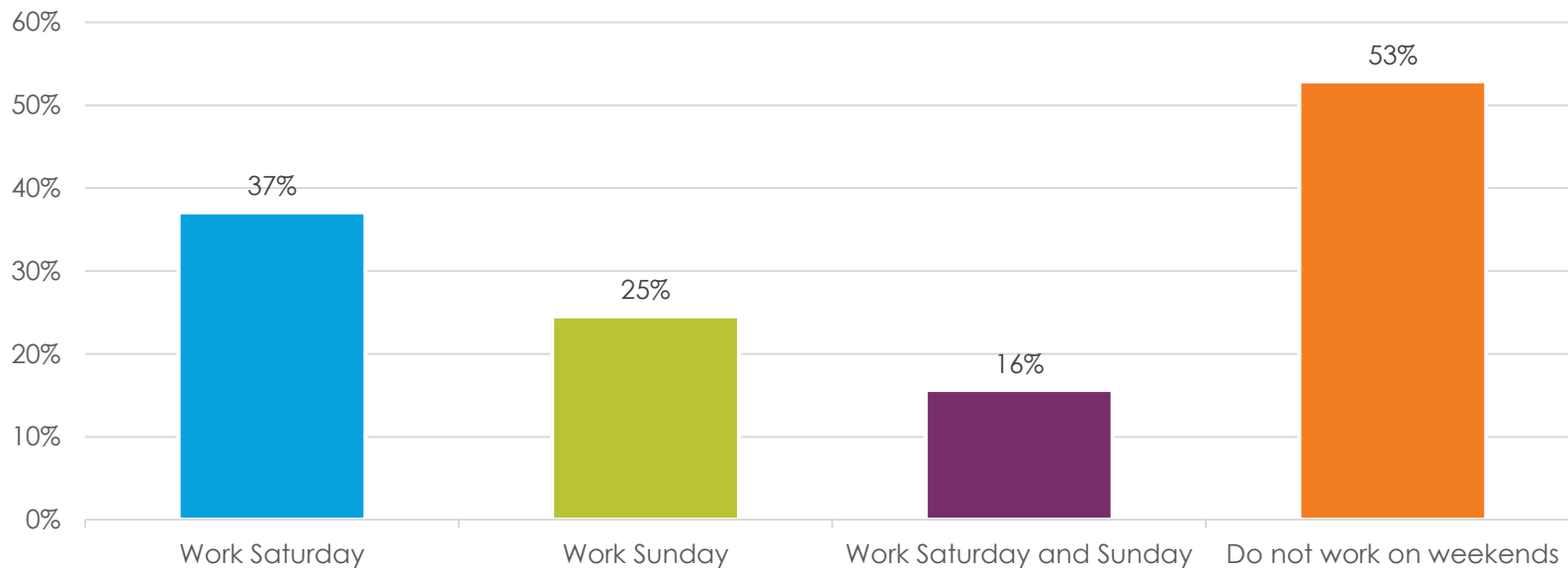


Weekend Employment

Nearly one in four employed riders work on Sunday.

The May 2022 survey asked respondents if they work on weekends. Of those that are employed, about 60% of riders work at least one weekend day. Notably, about one-quarter of riders work on Sunday when Sun Metro does not currently operate service.

2022 Survey

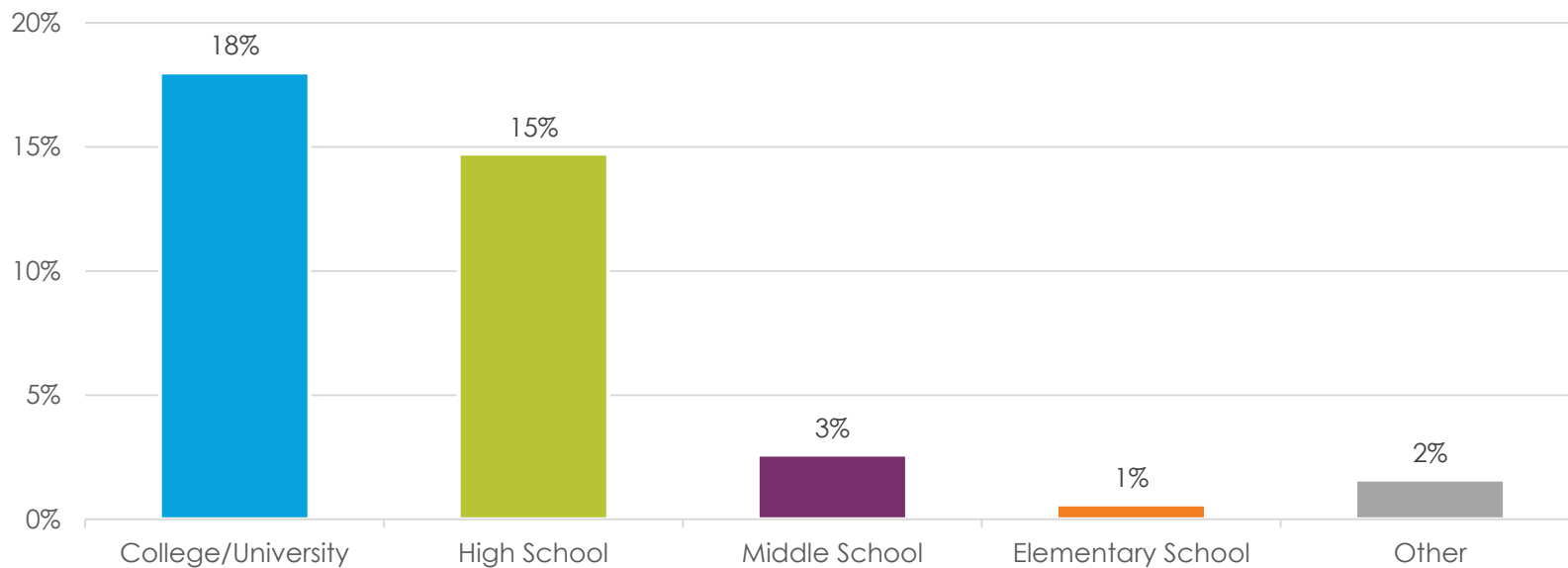


Student Status

One out of three riders are college or high school students.

The May 2022 survey asked respondents about their student status. About 40% of respondents identified as a student with the majority attending College/University (18%) followed by High School (15%).

2022 Survey

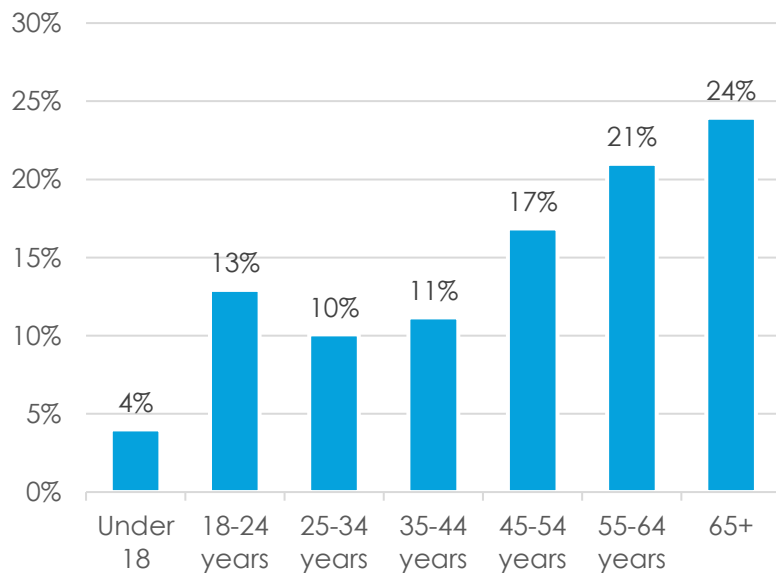


Age

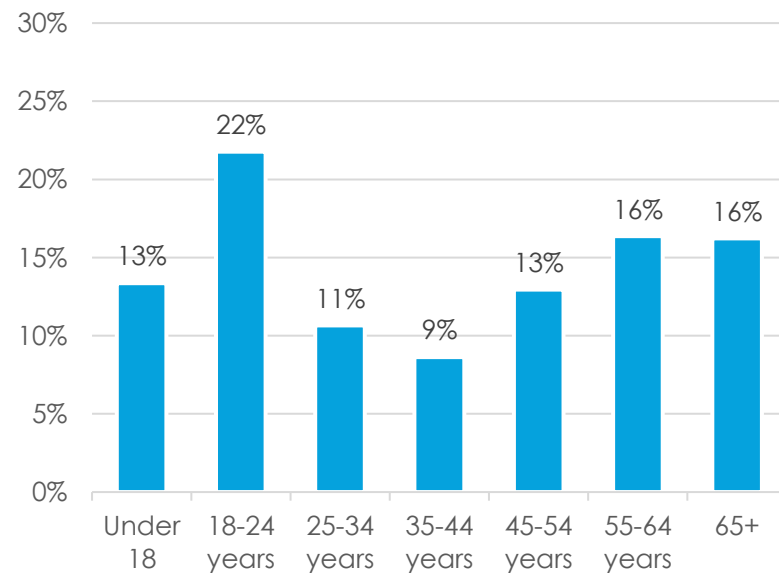
Young adult and children ridership increases significantly while school is in session.

The surveys asked respondents about their age. Compared to June 2021, fewer riders in May 2022 are over the age of 45, while a greater proportion of riders are under 24. This may be attributed to the timing of the June 2021 survey, when school was not in session.

2021 Survey



2022 Survey

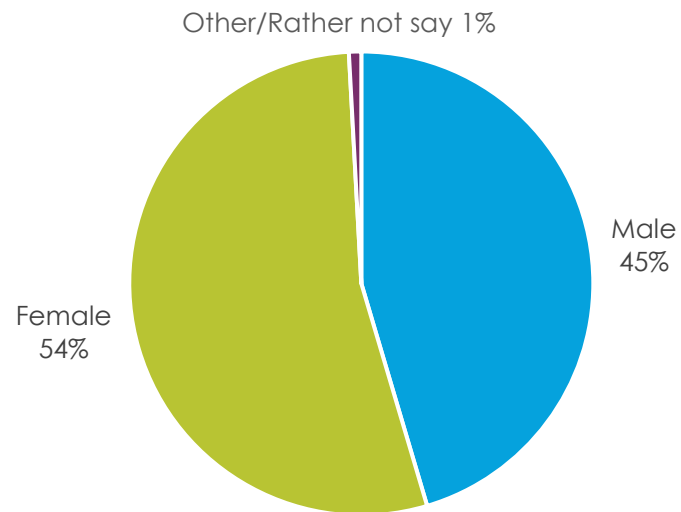


Gender

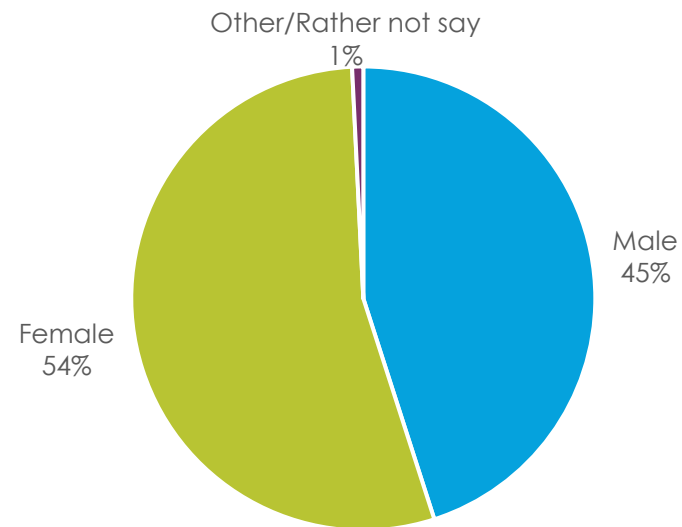
Approximately 11 out of 20 Sun Metro riders are women.

The surveys asked about respondents' gender identity. Overall, most riders are women (54%).

2021 Survey



2022 Survey

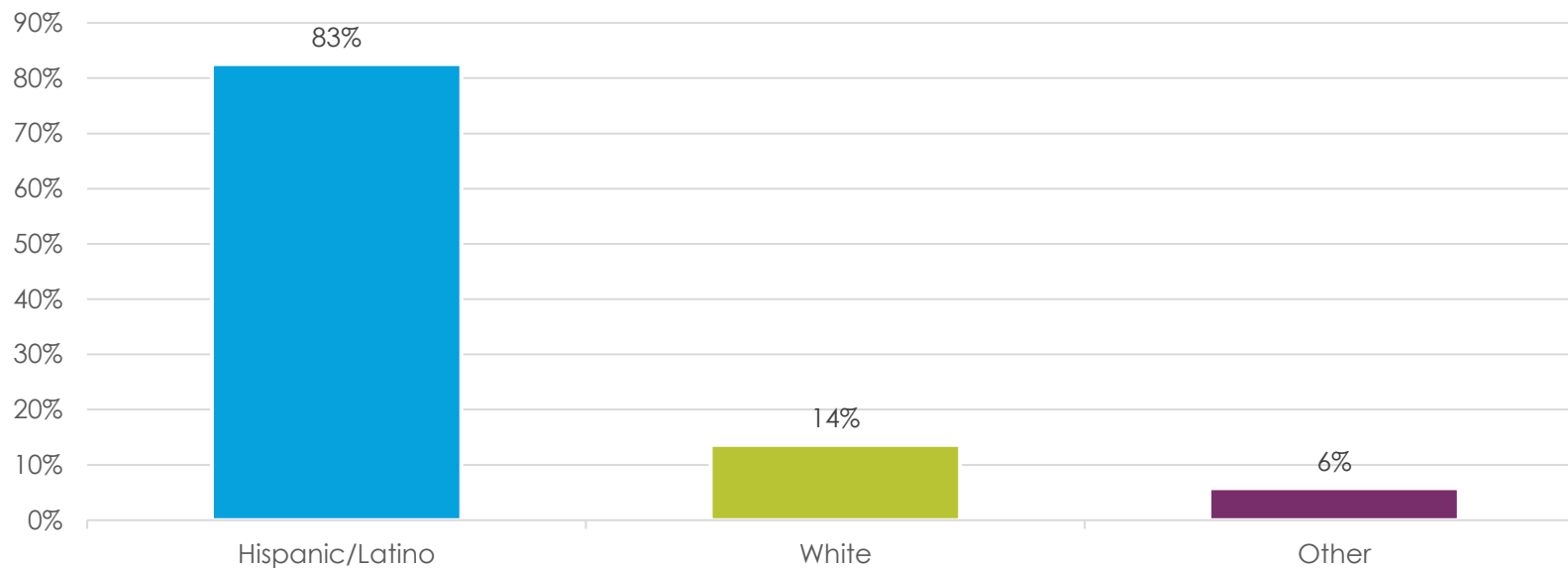


Ethnicity

Sun Metro riders are predominately Hispanic/Latino.

The June 2022 survey asked riders about their racial or ethnic identity. In both years, the large majority of riders identify as Hispanic/Latino. In May 2022, a higher percentage of riders identify as White or Other.

2022 Survey



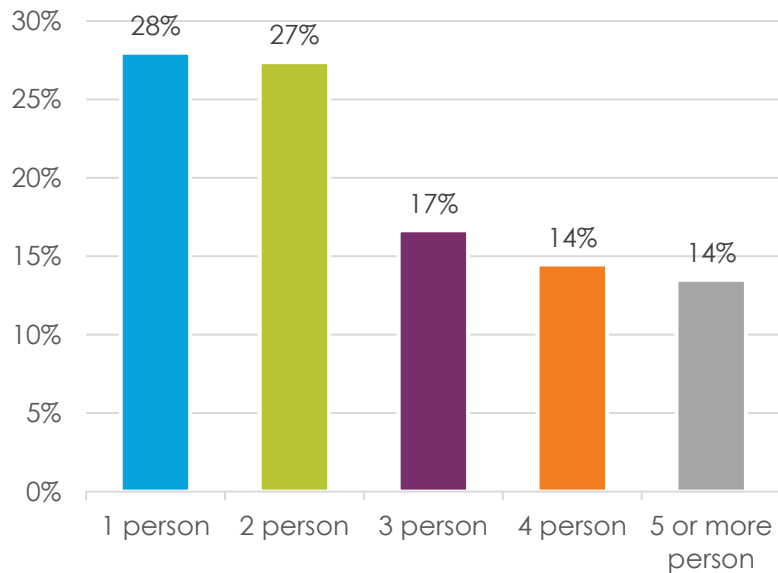
Note: Respondents could select multiple racial or ethnic identities, so percent does not add up to 100%.

Household Size

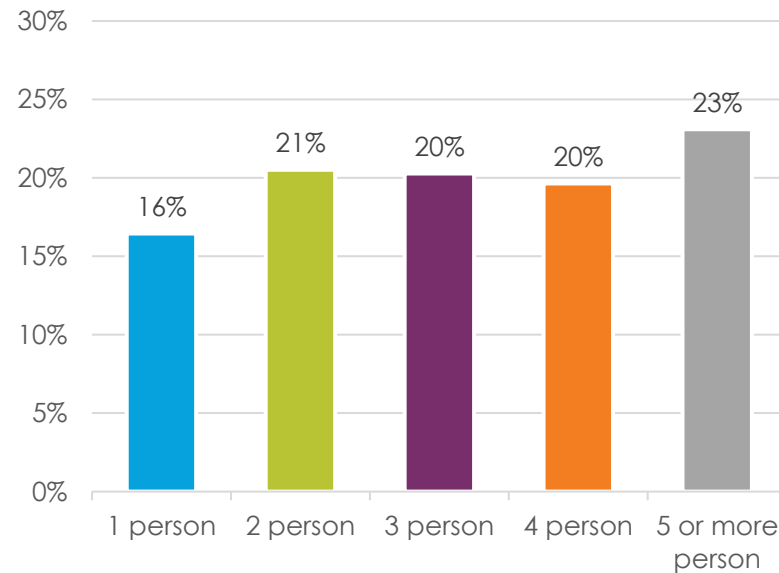
Sun Metro transit riders tend to live in larger households than the general population.

The surveys asked respondents how many people live in their household. Compared to June 2021, respondents in May 2022 live in larger households. The higher percentage of large households in the May 2022 survey may be due to the larger presence of Ciudad Juarez students than the June 2021 survey. The average household size in Ciudad Juarez is 3.7 persons¹ while the average household size in El Paso is 3.0 persons².

2021 Survey



2022 Survey



¹ Instituto Nacional de Estadística y Geografía

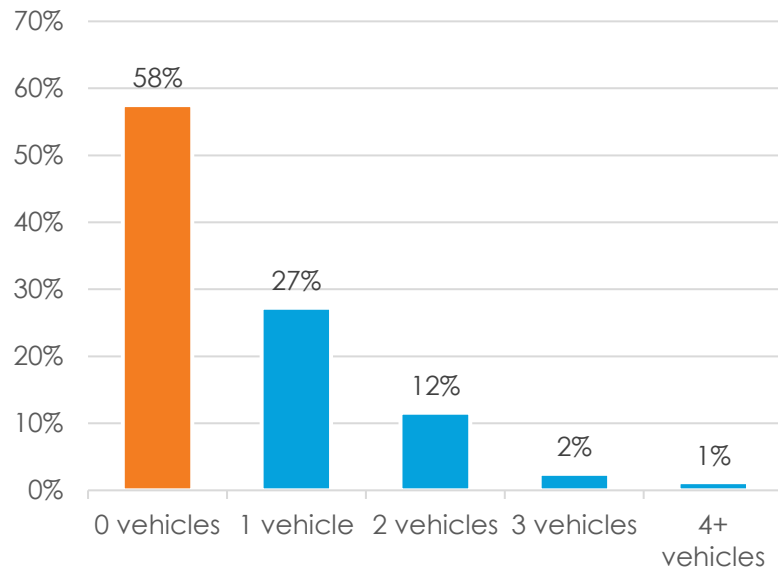
² United States Census Bureau

Vehicles in Household

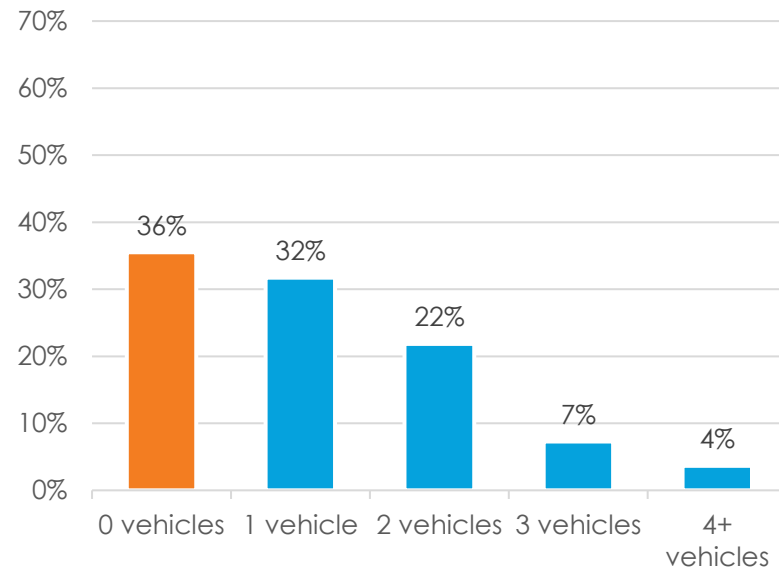
Auto ownership may be increasing.

Both surveys asked respondents how many vehicles they have available in their households. In June 2021, only 42% of transit households owned at least one vehicle. In May 2022, 64% of transit households owned at least one vehicle.

2021 Survey



2022 Survey

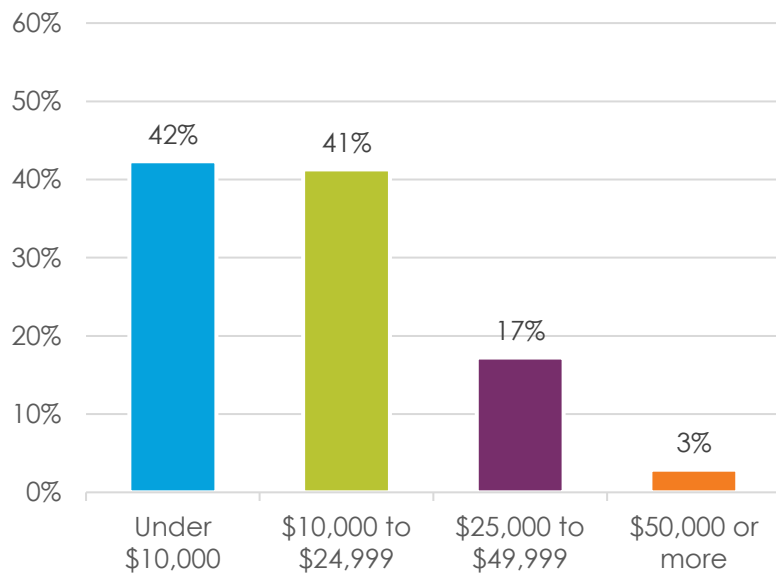


Household Income

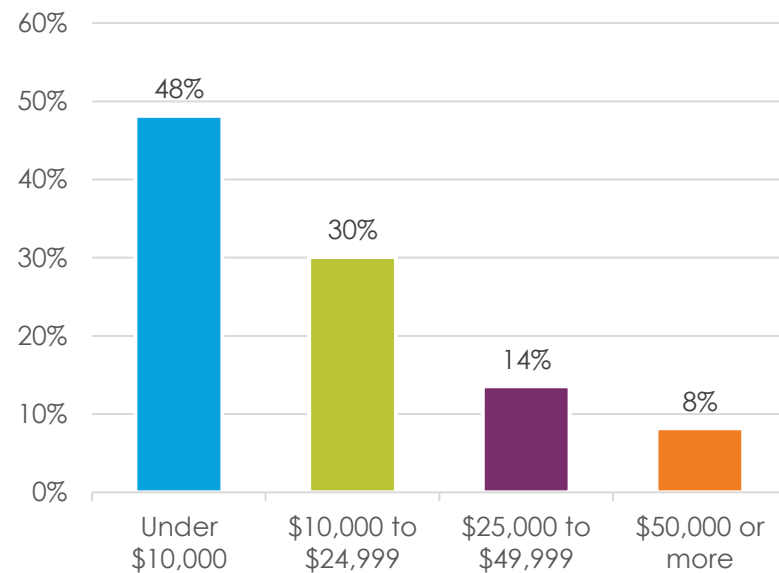
Most Sun Metro riders live below the poverty level.

The surveys asked riders about their total annual household income. For both years, about 80% of riders live in households that earn less than \$25,000 per year. The median annual household income in El Paso is approximately \$50,000.

2021 Survey



2022 Survey

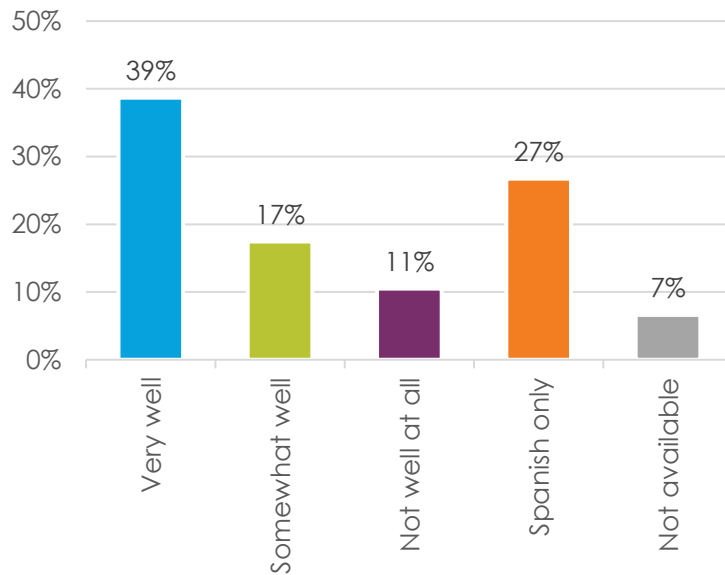


English Proficiency

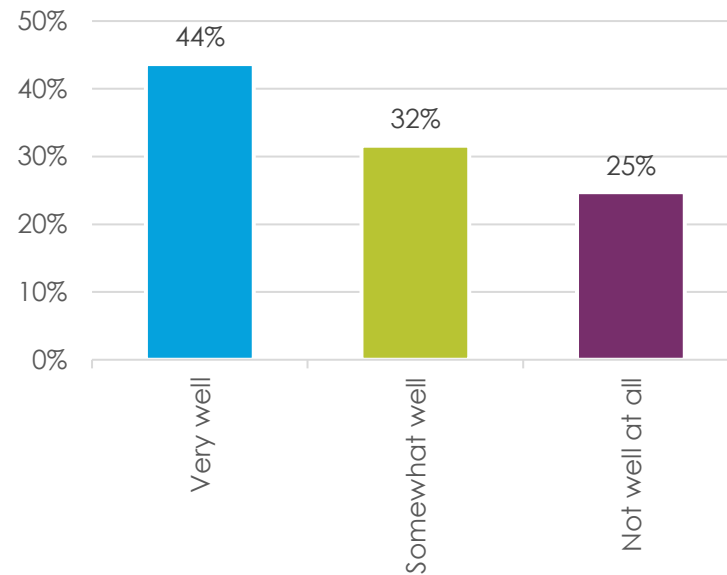
More than one-quarter of Sun Metro riders are not proficient in English.

The surveys asked riders how well they speak English. In both years, the majority of respondents reported they speak English very well. In May 2022, a quarter of respondents reported they do not speak English well, which was a decrease from June 2021 when nearly 40% of riders reported they do not speak English well or speak Spanish only.

2021 Survey



2022 Survey

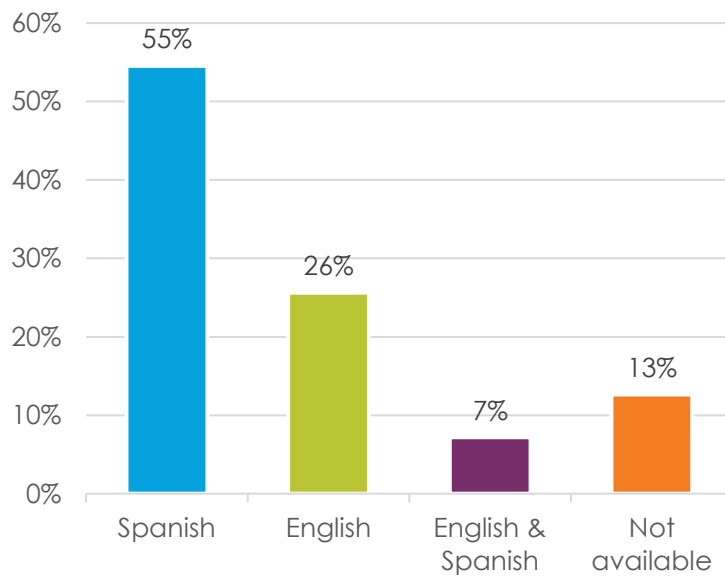


Language Spoken at Home

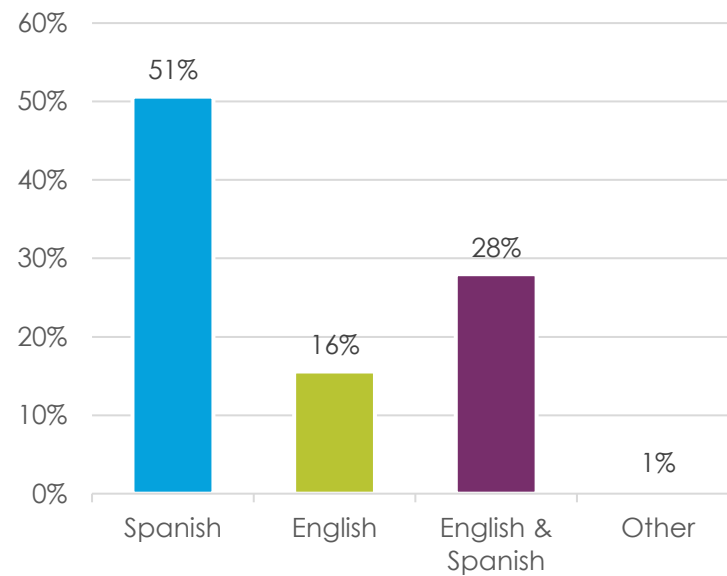
More than half of Sun Metro riders speak Spanish at home.

The surveys asked riders about which languages they speak at home. Over 50% of respondents to both surveys reported they speak Spanish at home. The percentage of respondents that speak English and Spanish at home increased in the May 2022 survey.

2021 Survey



2022 Survey

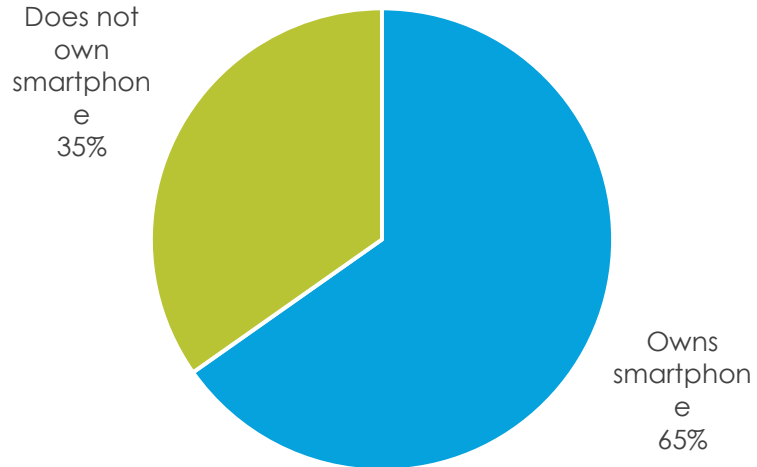


Smartphone Ownership

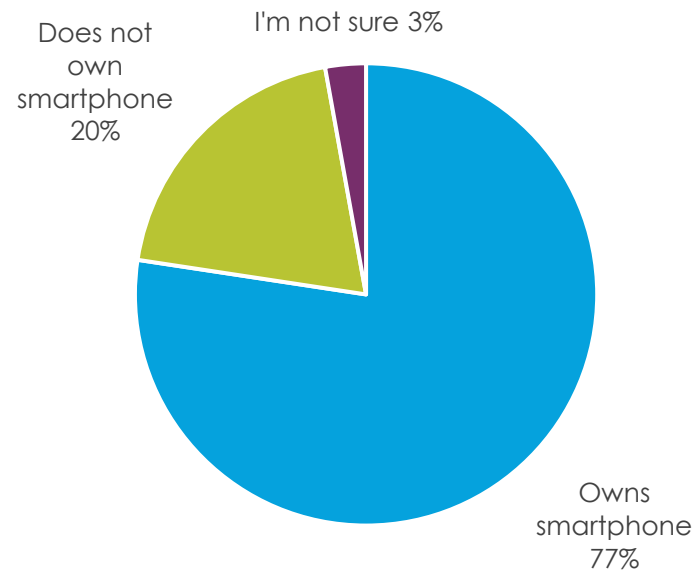
Smartphone ownership is increasing amongst Sun Metro riders.

Both surveys asked riders if they have a smartphone. Three-quarters of respondents to the May 2022 survey reported they have a smartphone which was an increase of about 10% from the June 2021 survey.

2021 Survey



2022 Survey

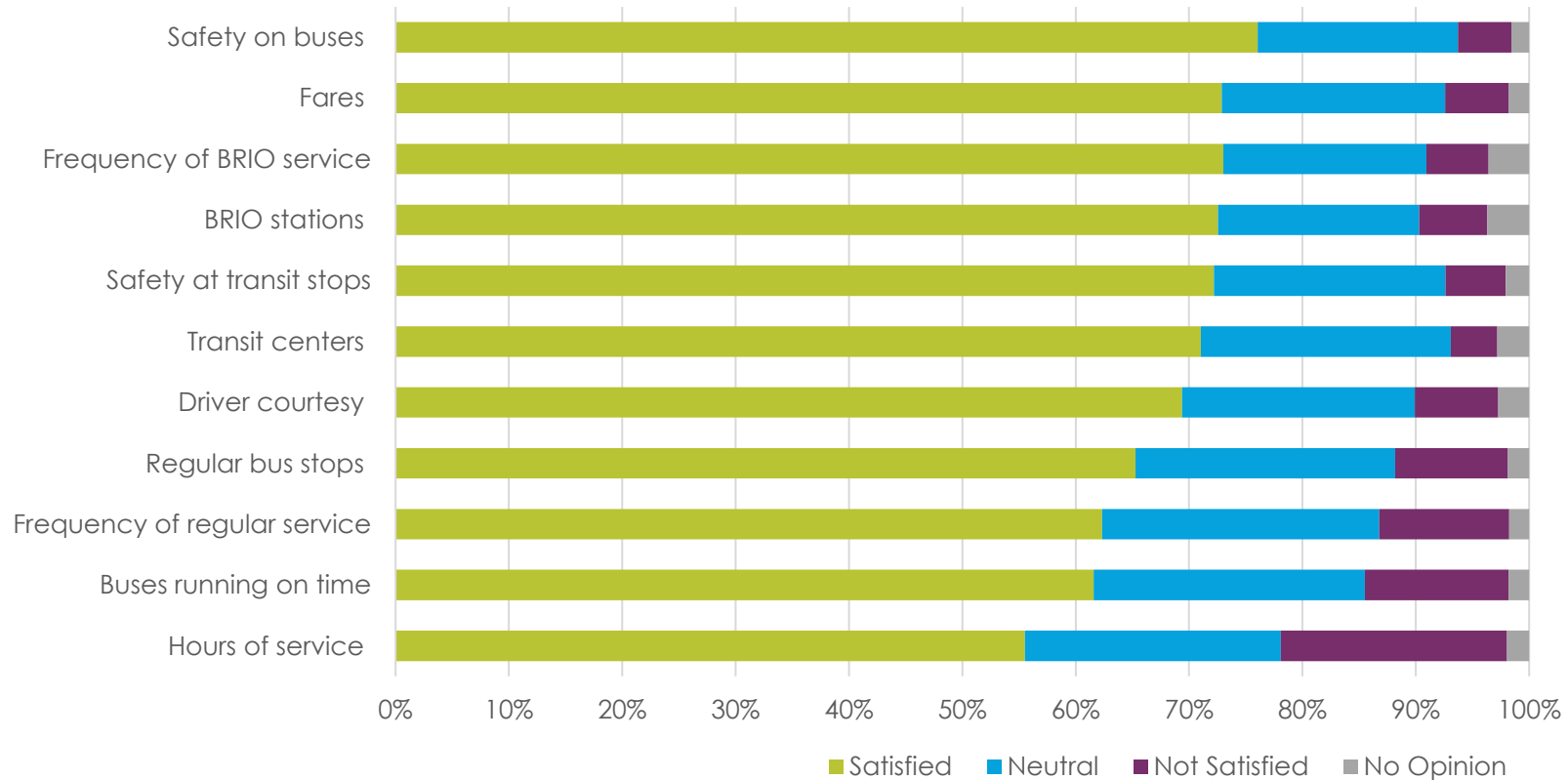


Rider Satisfaction

Most Sun Metro riders are satisfied with service.

The May 2022 survey asked how satisfied riders are with aspects of Sun Metro service. Respondents were most satisfied with the safety on buses, fares, and frequency of Brio service. Respondents were least satisfied with the hours of service on-time performance, and frequency of service.

2022 Survey



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5 STREETCAR RIDER CHARACTERISTICS

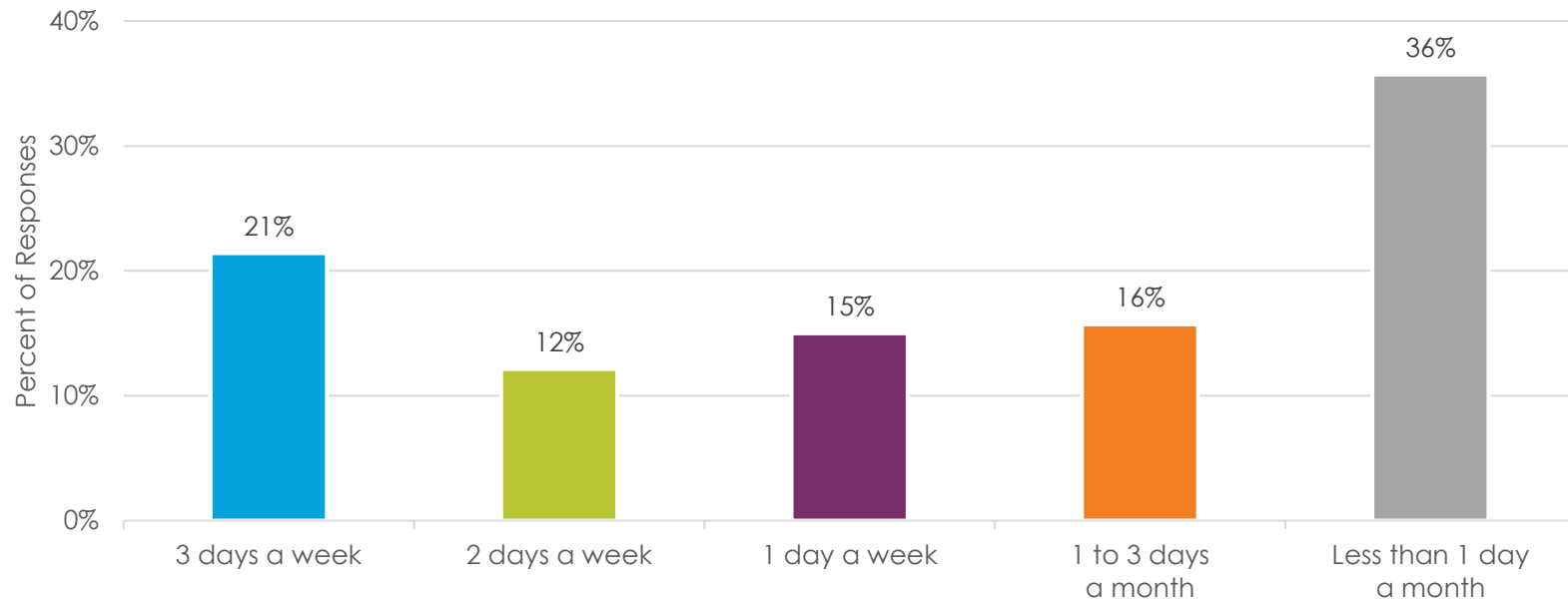
The Nelson\Nygaard consultant team conducted a rider survey on the El Paso Streetcar during May 2022. The survey questionnaire was similar to the Sun Metro bus surveys; however, some new questions were added while others were removed if not relevant to Streetcar service.

A total of 142 Streetcar riders responded to the survey with an average completion percentage of 92%. This chapter summarizes rider responses by survey question. Key findings and interpretations are noted for each topic.

Streetcar Usage

Riders taken Streetcar occasionally.

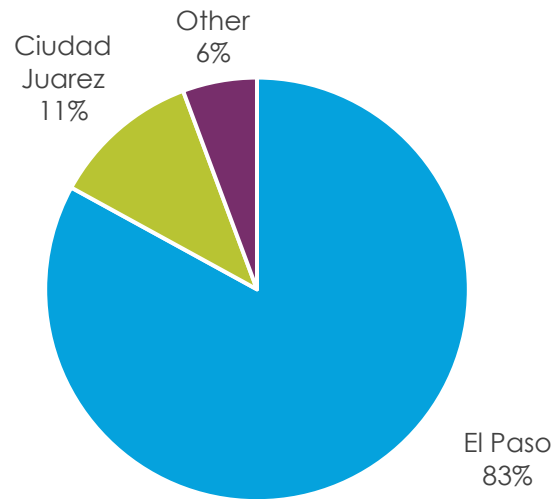
The survey asked riders how often they ride Streetcar. Over 50% of respondents reported that they ride less than once a week.



Streetcar Rider Origins

The large majority of Streetcar riders live in El Paso.

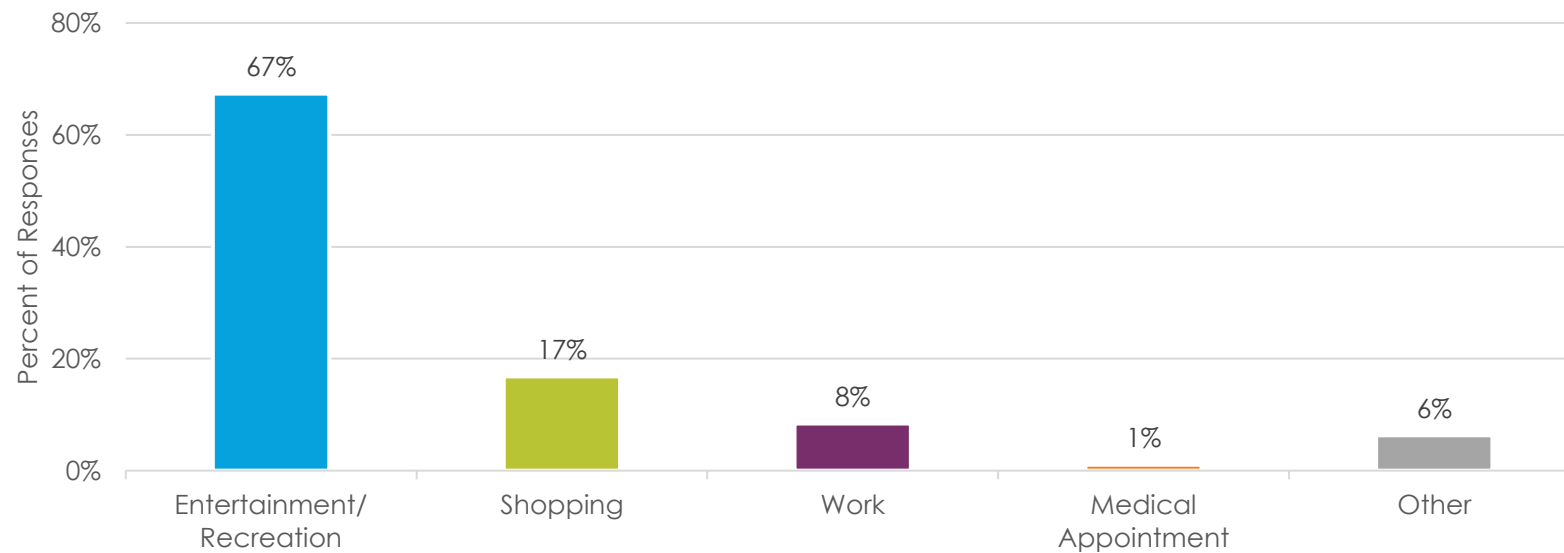
The survey asked riders where they live and their home zip code. About 85% of riders live in El Paso with the remaining living in Ciudad Juarez or elsewhere.



Streetcar Rider Destinations

Most riders are taking Streetcar to entertainment or for recreation.

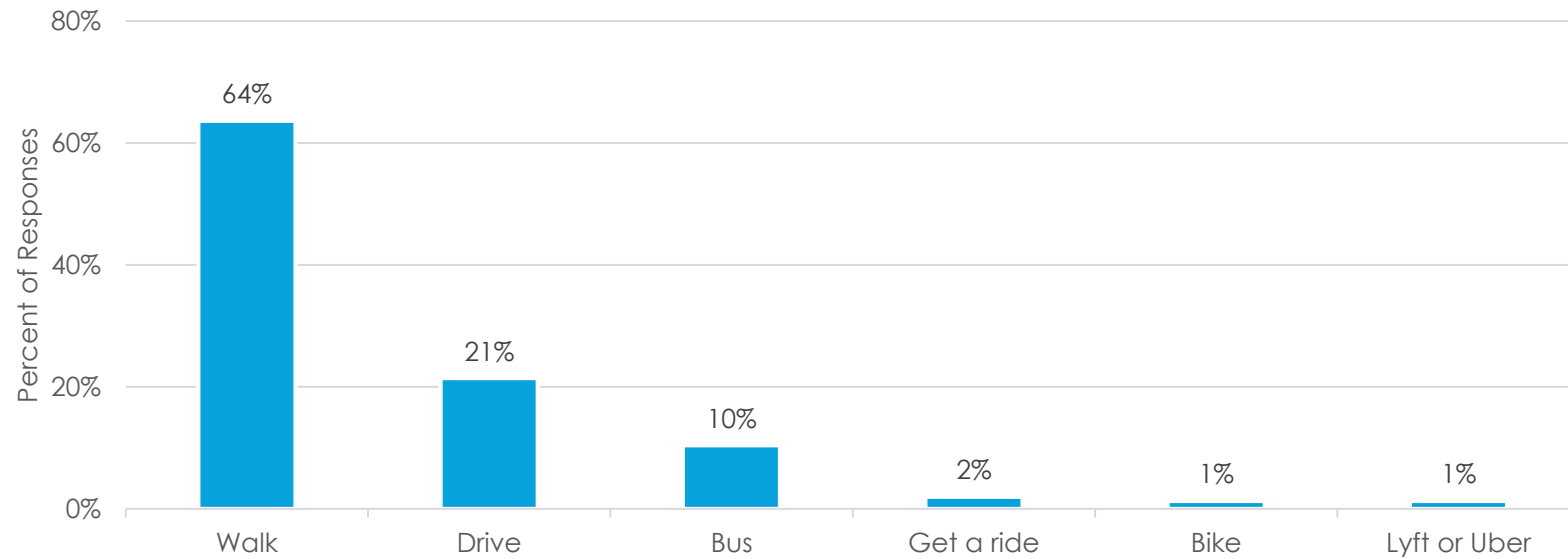
The surveys asked riders to where they were currently traveling. The chart below excludes respondents that reported they were traveling home. Most riders reported that they were traveling to entertainment or recreation followed by shopping trips. Only 8% of rider were using the Streetcar to get to work.



Streetcar Access

Most riders walk to and from the Streetcar.

The survey asked respondents how they get to and from the Streetcar. Nearly two-thirds of riders reported that they walked to and from the Streetcar. Ten percent accessed the Streetcar by bus.

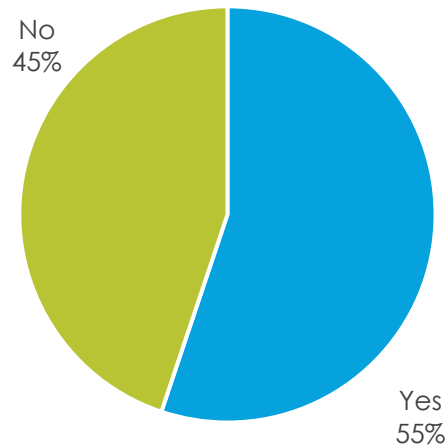


Streetcar Reliance

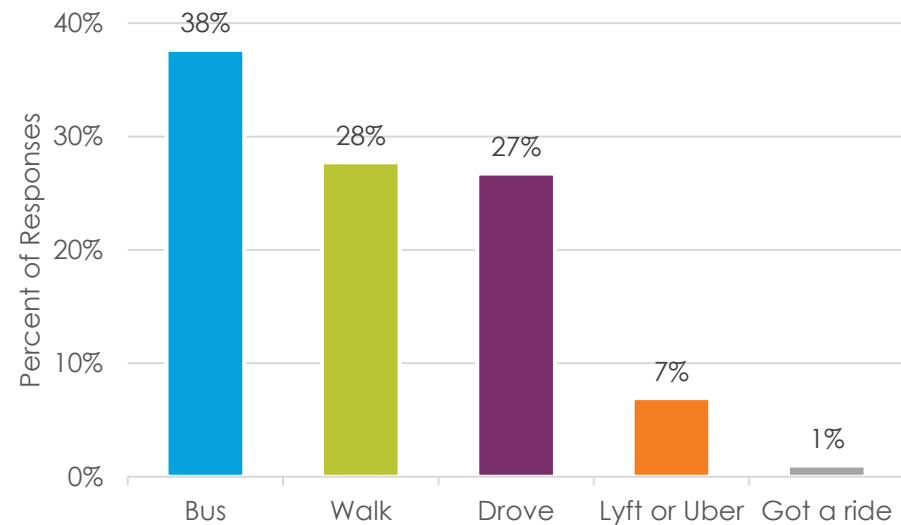
The Streetcar is an essential service for most riders.

The survey asked respondents if the Streetcar was essential for their trip and how they would have made the trip without the Streetcar. Over half of riders reported that Streetcar was essential. Without Streetcar, respondents would have taken the bus, walked, or drove.

Is Streetcar essential to your trip?



How would you have made this trip otherwise?

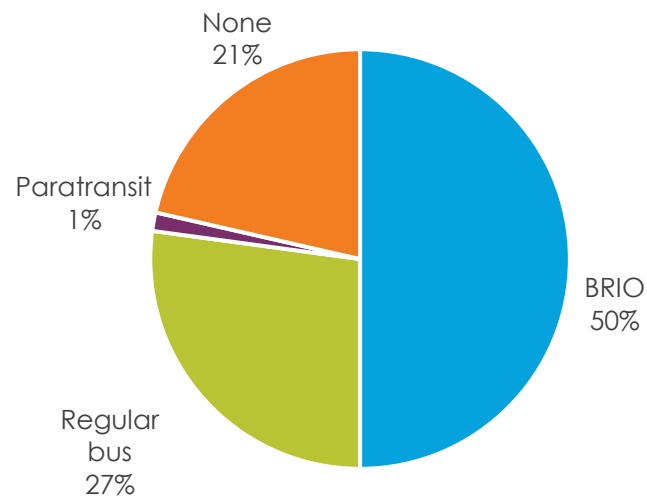


Sun Metro Usage of Streetcar Riders

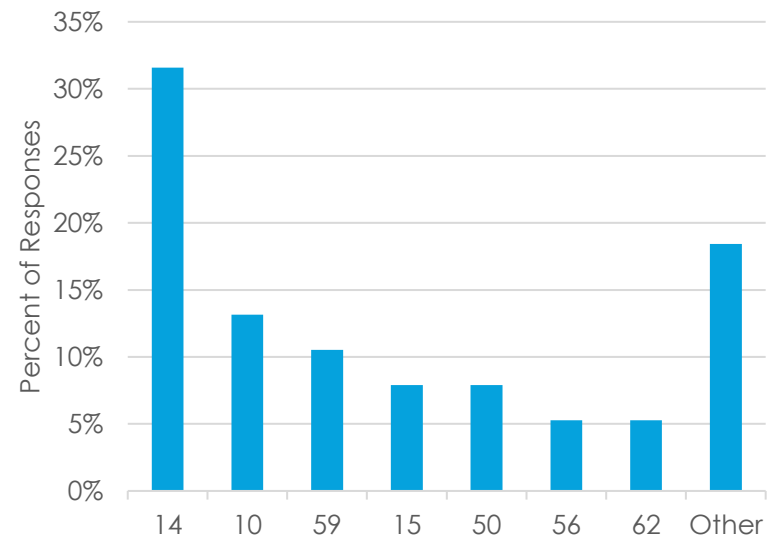
Most Streetcar riders also use other Sun Metro services.

The survey asked riders if they ride any other Sun Metro services. About 80% of riders reported they use BRIO, regular bus, or paratransit services. Of those that ride regular bus, the majority use Route 14.

Which Sun Metro services do you use?



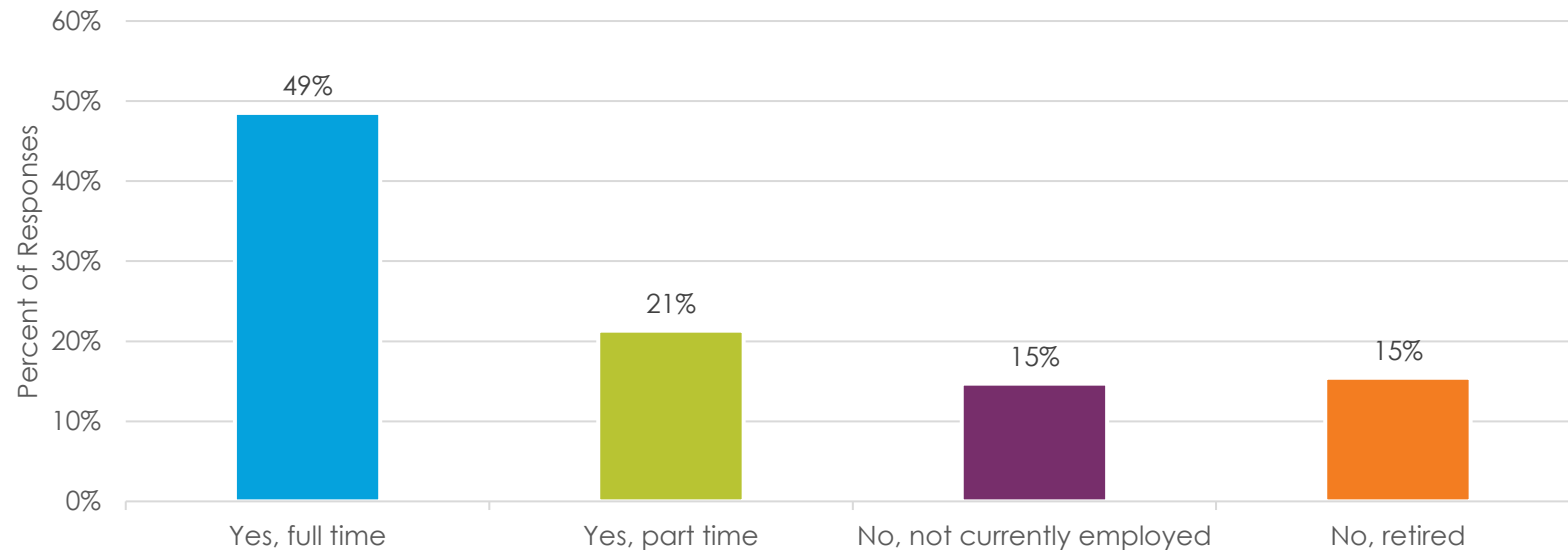
Which specific Sun Metro routes do you use?



Employment Status of Streetcar Riders

The majority of riders are employed full or part time.

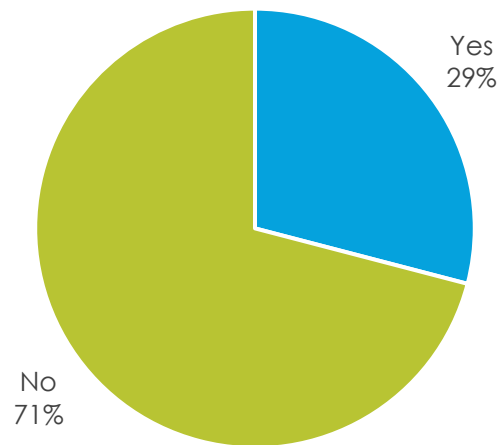
The survey asked respondents if they are currently employed. Nearly half of riders are employed full time and another 20% are employed part time.



Night Employment of Streetcar Riders

Nearly one in three employed riders works nights.

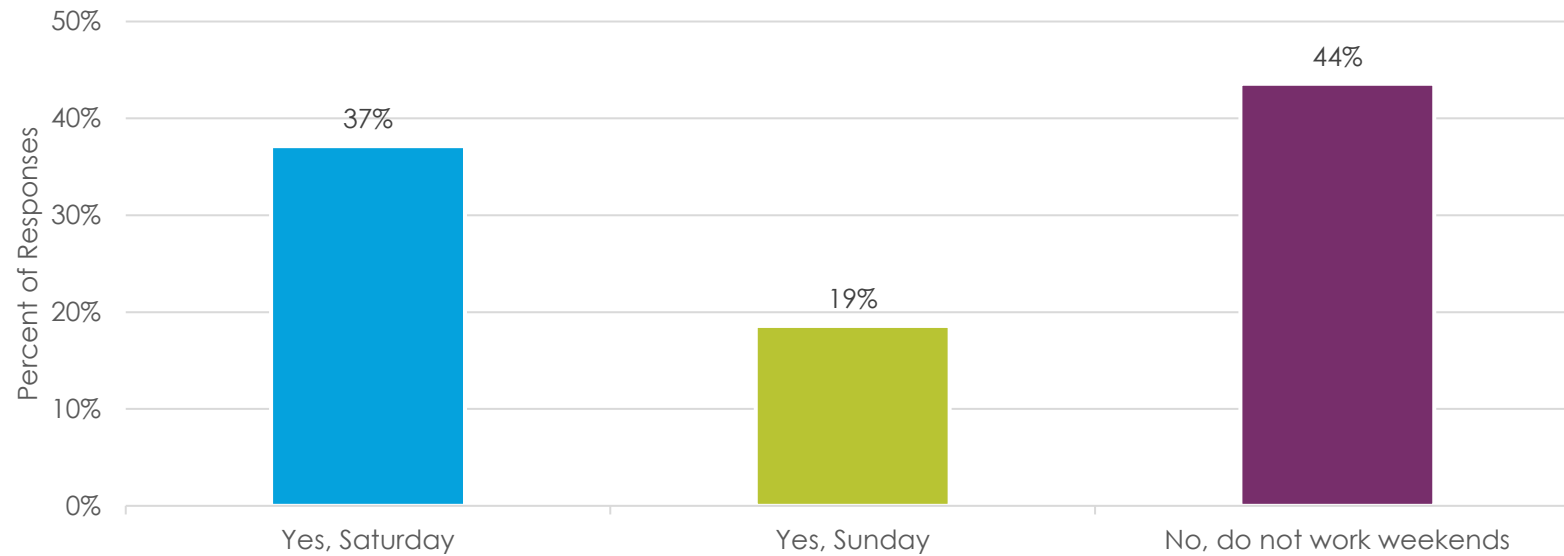
The survey asked riders if they work past 9:00 PM on a typical workday. Of those who are employed, nearly 30% reported that they work late.



Weekend Employment of Streetcar Riders

Most employed Streetcar riders work on weekends.

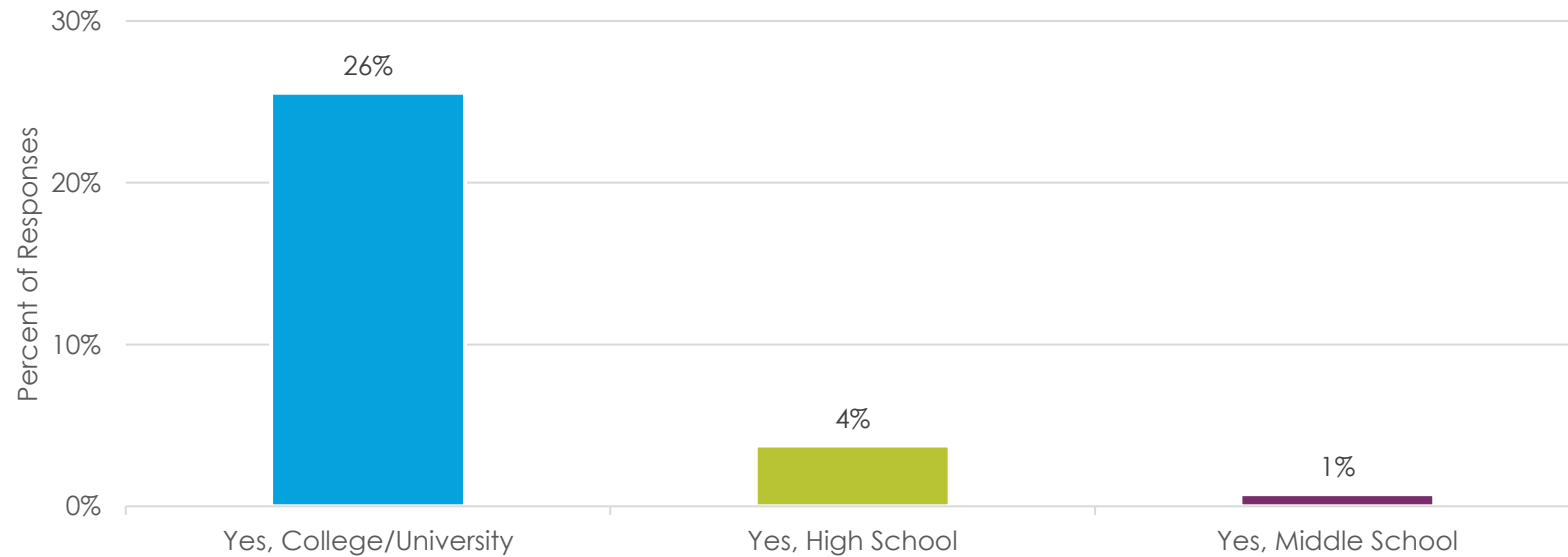
The survey asked respondents if they work on weekends. Of those that are employed, over half of riders work at least one weekend day.



Student Status of Streetcar Riders

Over one-quarter of Streetcar riders are students.

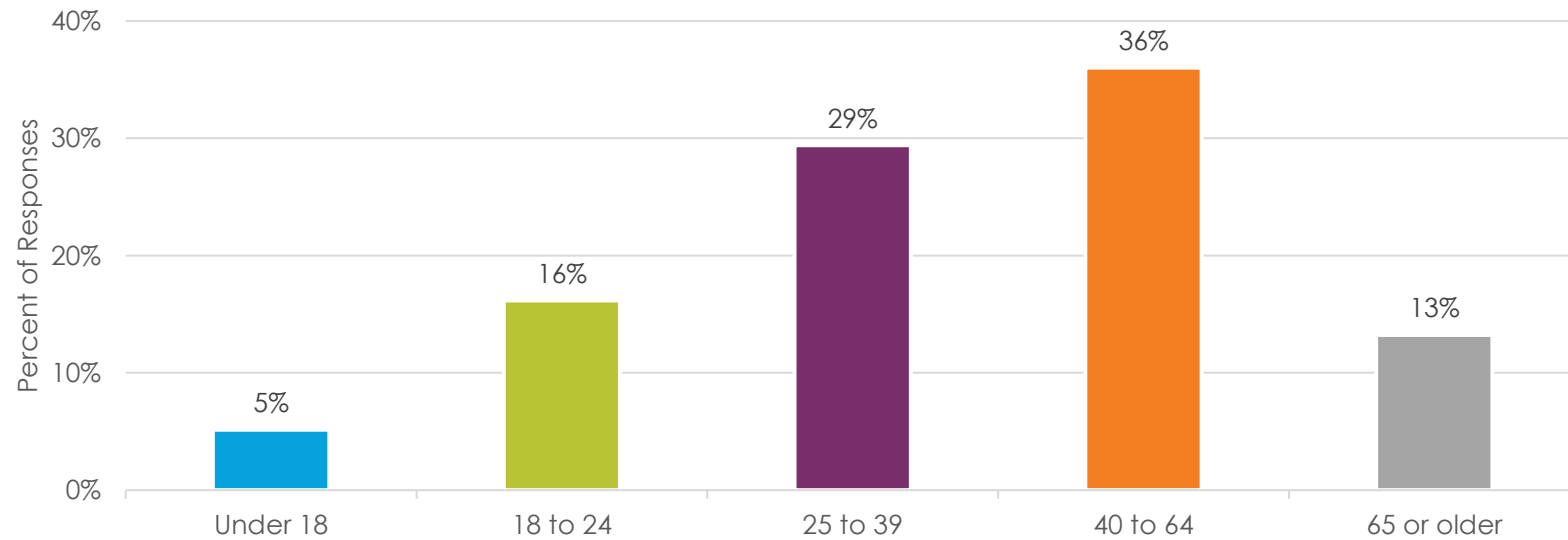
The survey asked respondents about their student status. About 25% of respondents identified as a student with the majority attending College/University followed by High School.



Age of Streetcar Riders

Most Streetcar riders are working age adults.

The surveys asked respondents about their age. Over half of riders are between the age of 25 to 64. Few respondents were children (under 18) or seniors (65 or older).



Gender of Streetcar Riders

Streetcar ridership is evenly split between women and men.

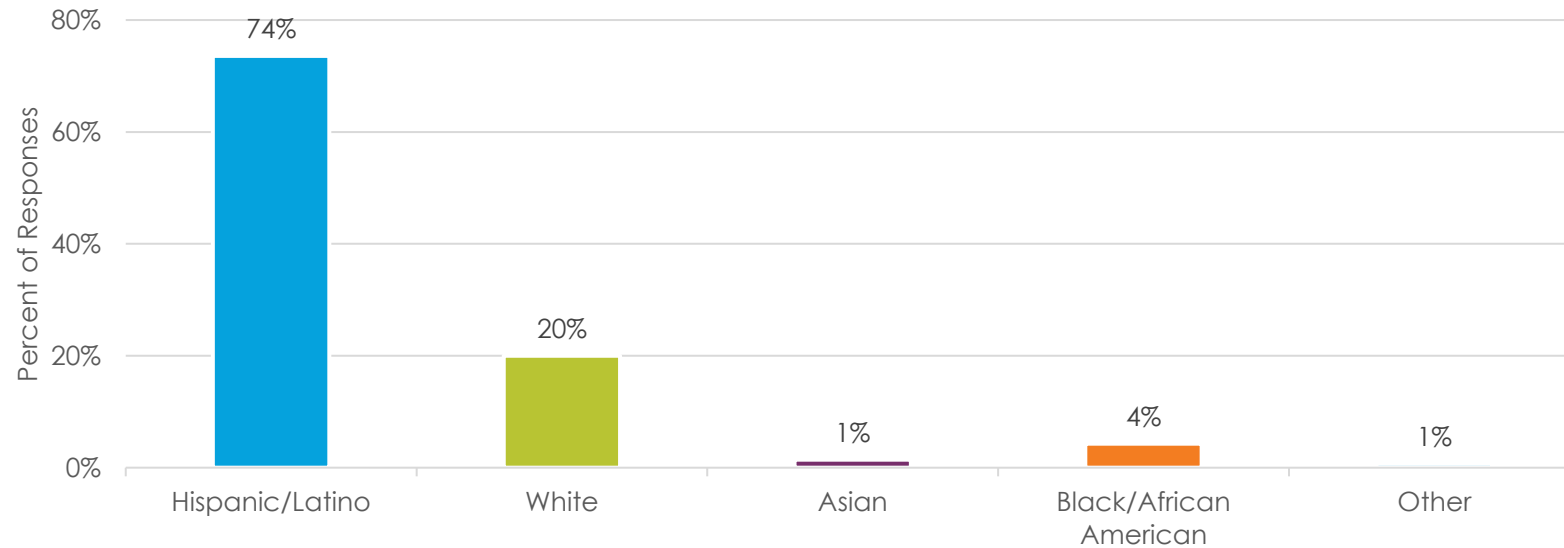
The surveys asked about respondents' gender identity. About half of riders identify as male (51%) and female (49%).



Ethnicity of Streetcar Riders

Streetcar riders are predominately Hispanic/Latino.

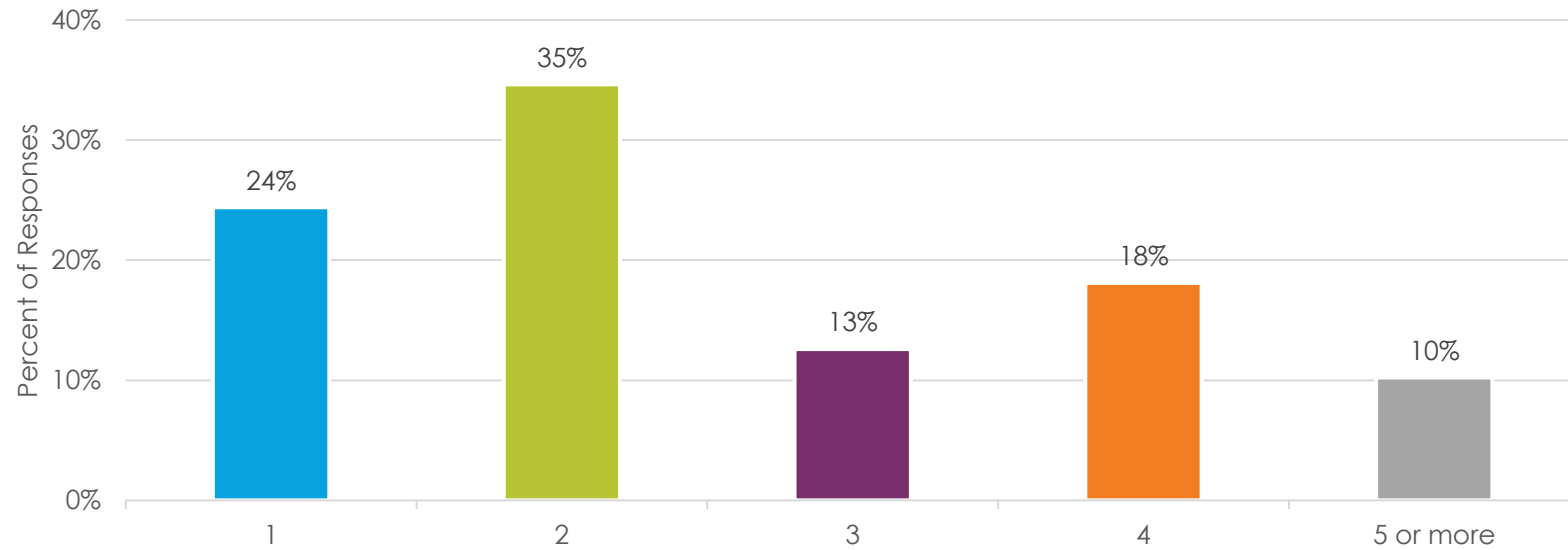
The June 2022 survey asked riders about their racial or ethnic identity. Nearly three-quarters of riders identify as Hispanic/Latino followed by White (20%).



Household Size of Streetcar Riders

Streetcar riders live in small households than the average bus rider.

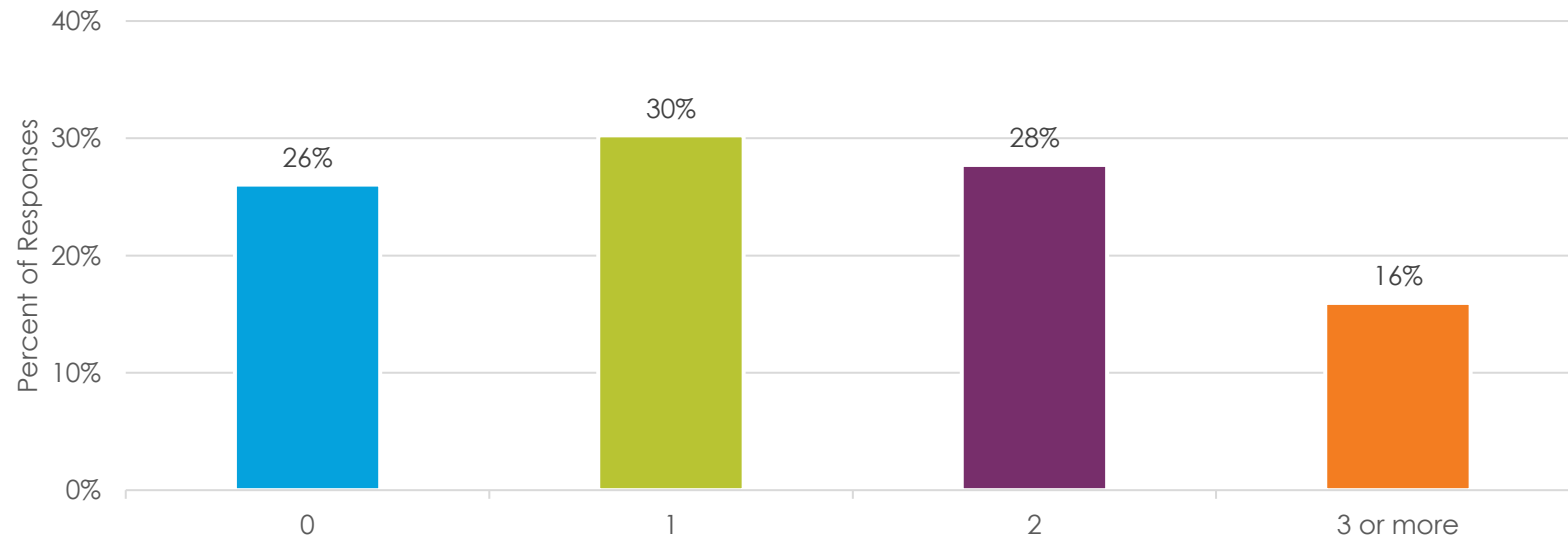
The surveys asked respondents how many people live in their household. This question is often used to calculate the proportion of riders that are low-income. Over half of riders live in households of one or two people.



Vehicles in Household of Streetcar Riders

One-quarter of Streetcar riders live in zero-vehicle households.

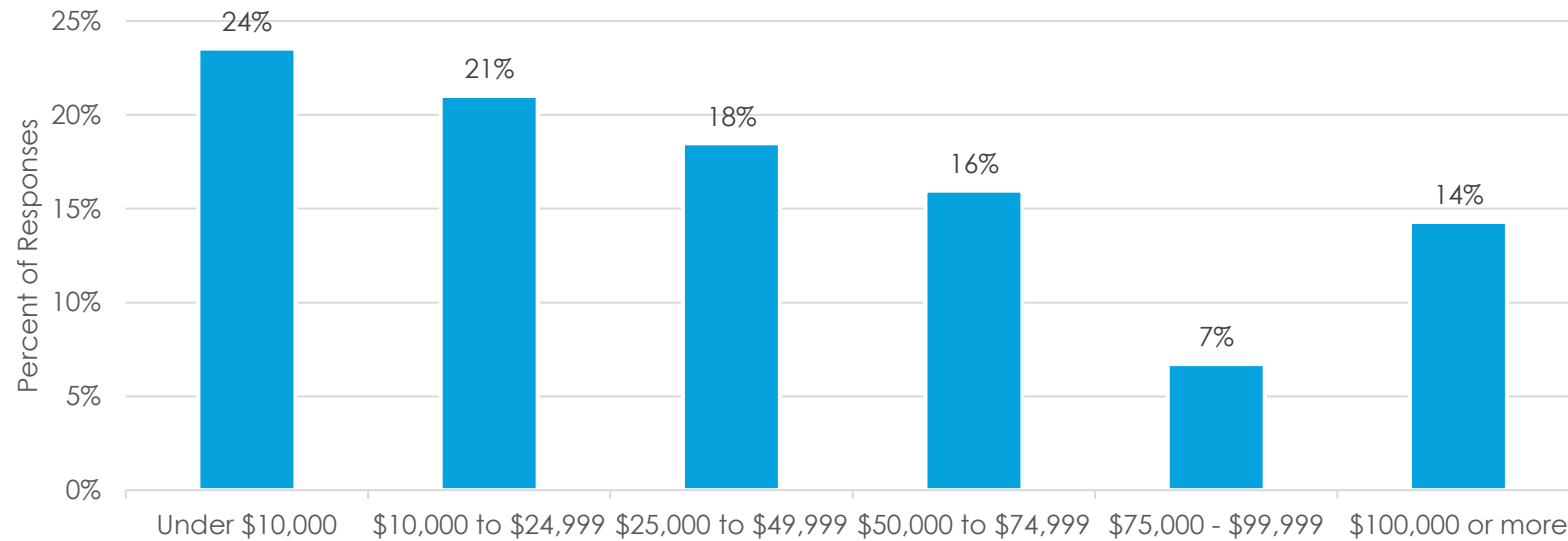
The survey asked respondents how many vehicles they have available in their households. Over 25% of riders do not have access to a vehicle.



Household Income of Streetcar Riders

Streetcar riders tend to have a higher income than bus riders.

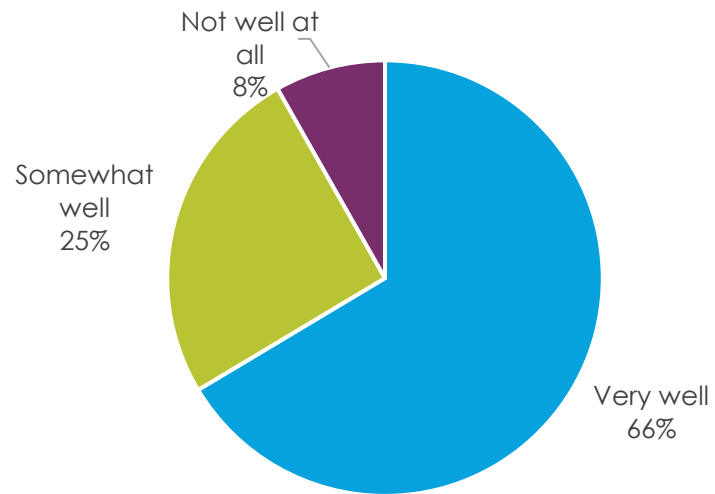
The surveys asked riders about their total annual household income. Forty-five percent of riders live in households that earn less than 25% per year. The median annual household income in El Paso is approximately \$50,000.



English Proficiency of Streetcar Riders

One in 10 Streetcar riders is not proficient in English.

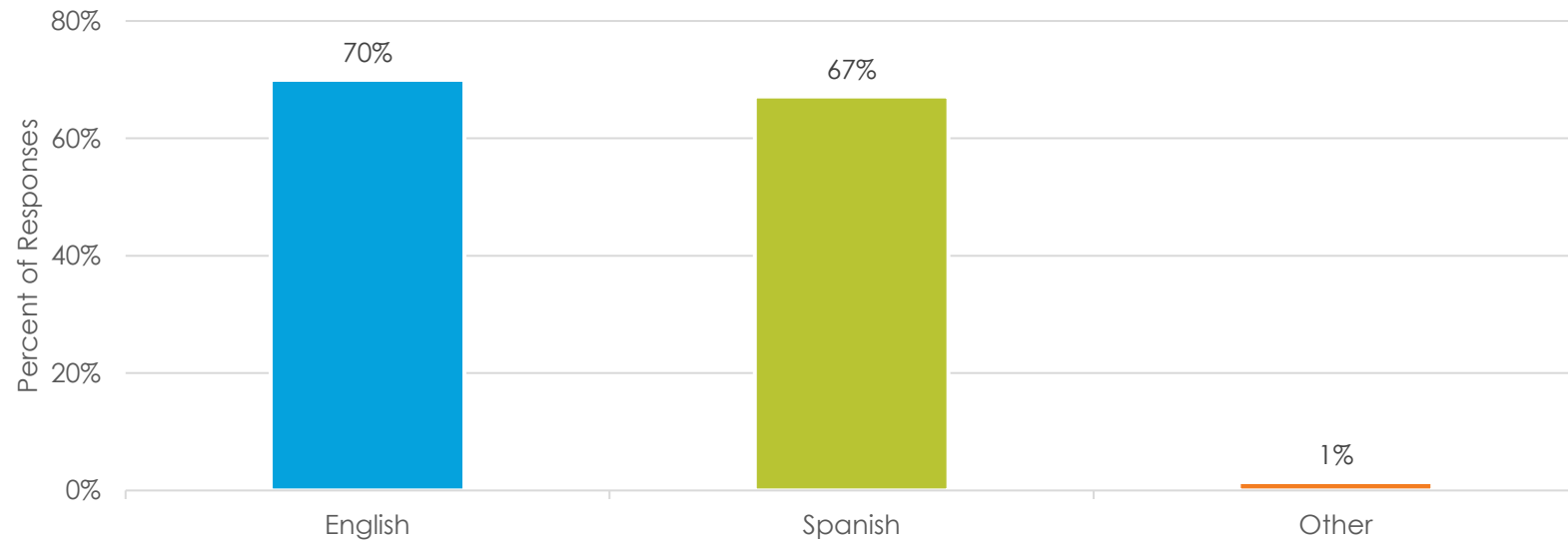
The surveys asked riders how well they speak English. While the majority speak English well, 8% of riders reported that they do not speak English well at all.



Language Spoken at Home by Streetcar Riders

Most Streetcar riders speak both English and Spanish at home.

The surveys asked riders about which language(s) they speak at home. Two-thirds of Streetcar riders speak English and/or Spanish at home.



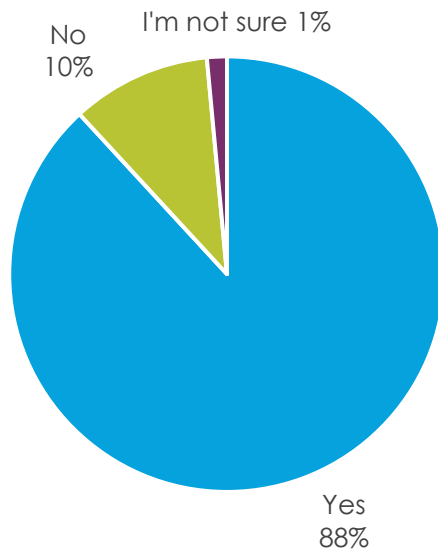
Note: Respondents could select more than one language, so percentages do not add up to 100%.

Smartphone Ownership of Streetcar Riders

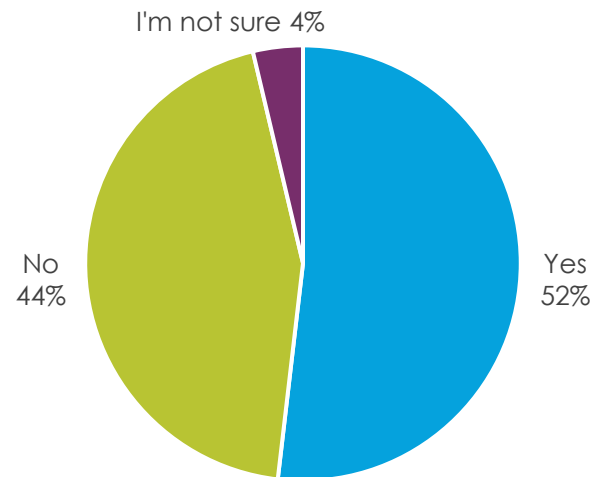
One in 10 riders do not have access to a smartphone.

The survey asked riders if they have a smartphone and if they use mobile pay. A large majority of respondents have a smartphone, but only half of riders use mobile pay. Ten percent of respondents reported that they do not have a smartphone.

Do you have a smartphone?



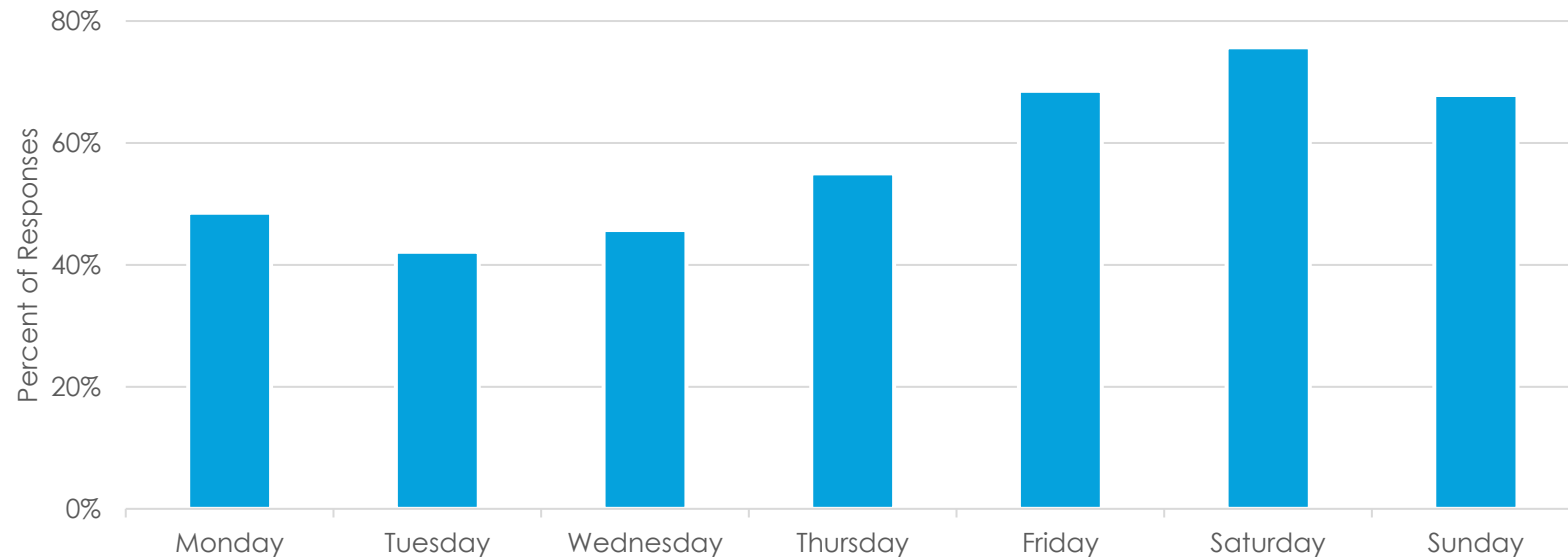
Do you use mobile pay?



Potential Streetcar Ridership by Day of Week

Most riders would ride Streetcar if it was available throughout the week.

The survey asked riders what days they would ride Streetcar if the service operated every day. Three-quarters of respondents reported that they would ride Streetcar on Saturday and two-thirds reported that they would ride on Sunday.

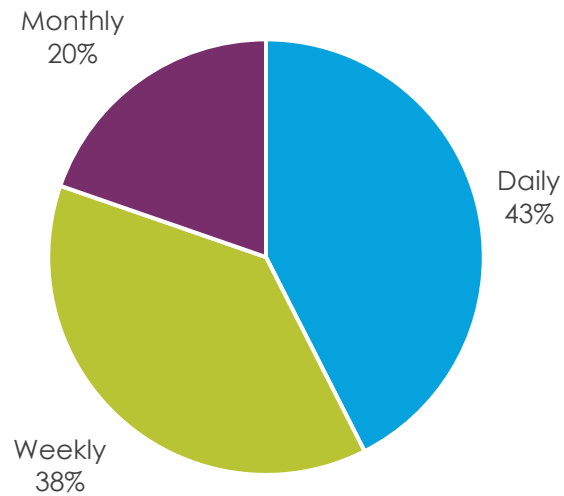


Note: Respondents could select more than one day, so percentages do not add up to 100%.

Potential Streetcar Ridership Frequency

Nearly half of riders would use Streetcar every day if it was available.

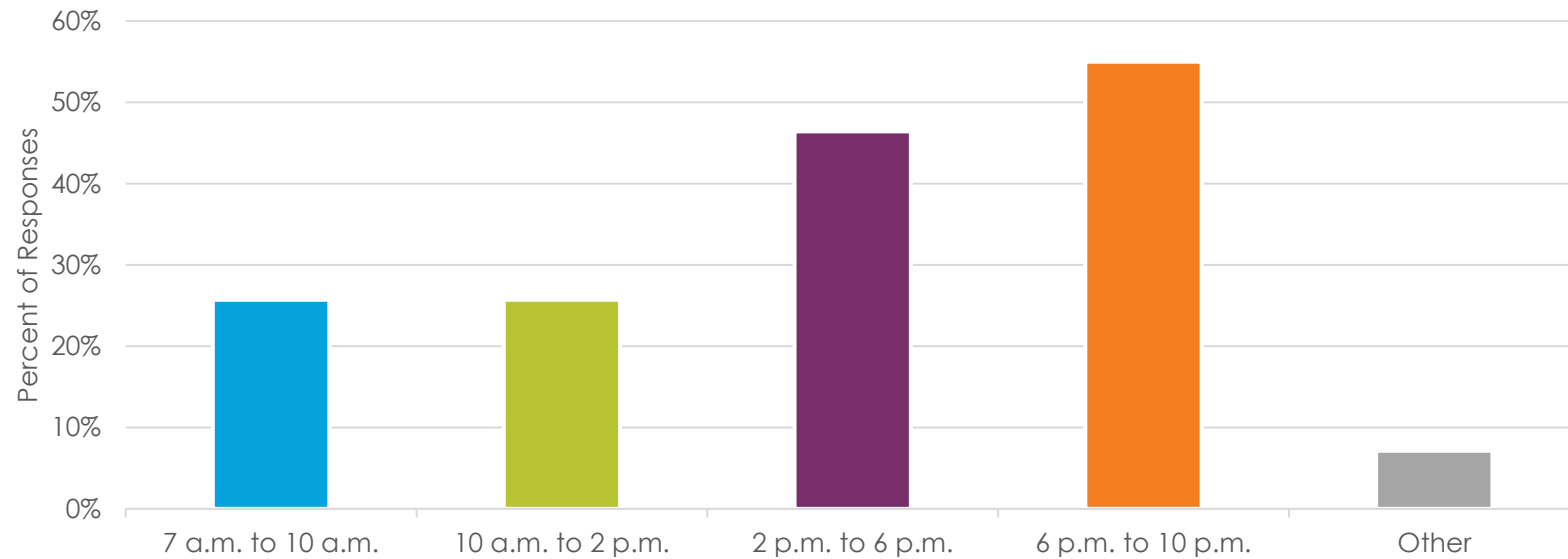
The survey asked riders how often they would ride Streetcar if the service operated every day. Over 40% of riders reported that they would ride daily.



Potential Streetcar Ridership Time of Day

Over half of riders would ride Streetcar in the evening.

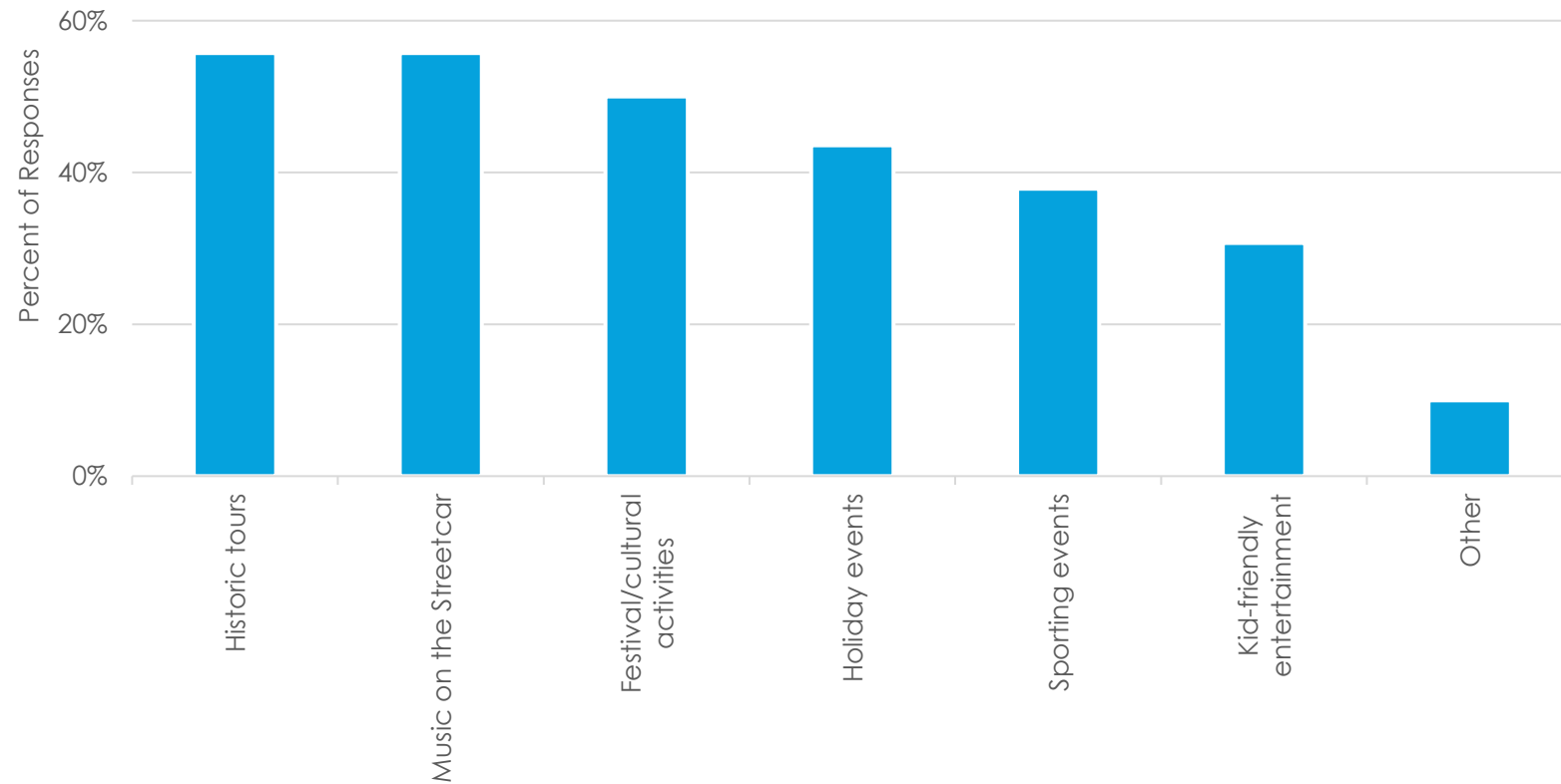
The survey asked riders when they would ride Streetcar if it operated throughout the day. Over 50% of riders reported that they would ride between the hours of 6:00 and 10:00 PM



Streetcar Programming

Streetcar riders are interested in more cultural and entertainment programming.

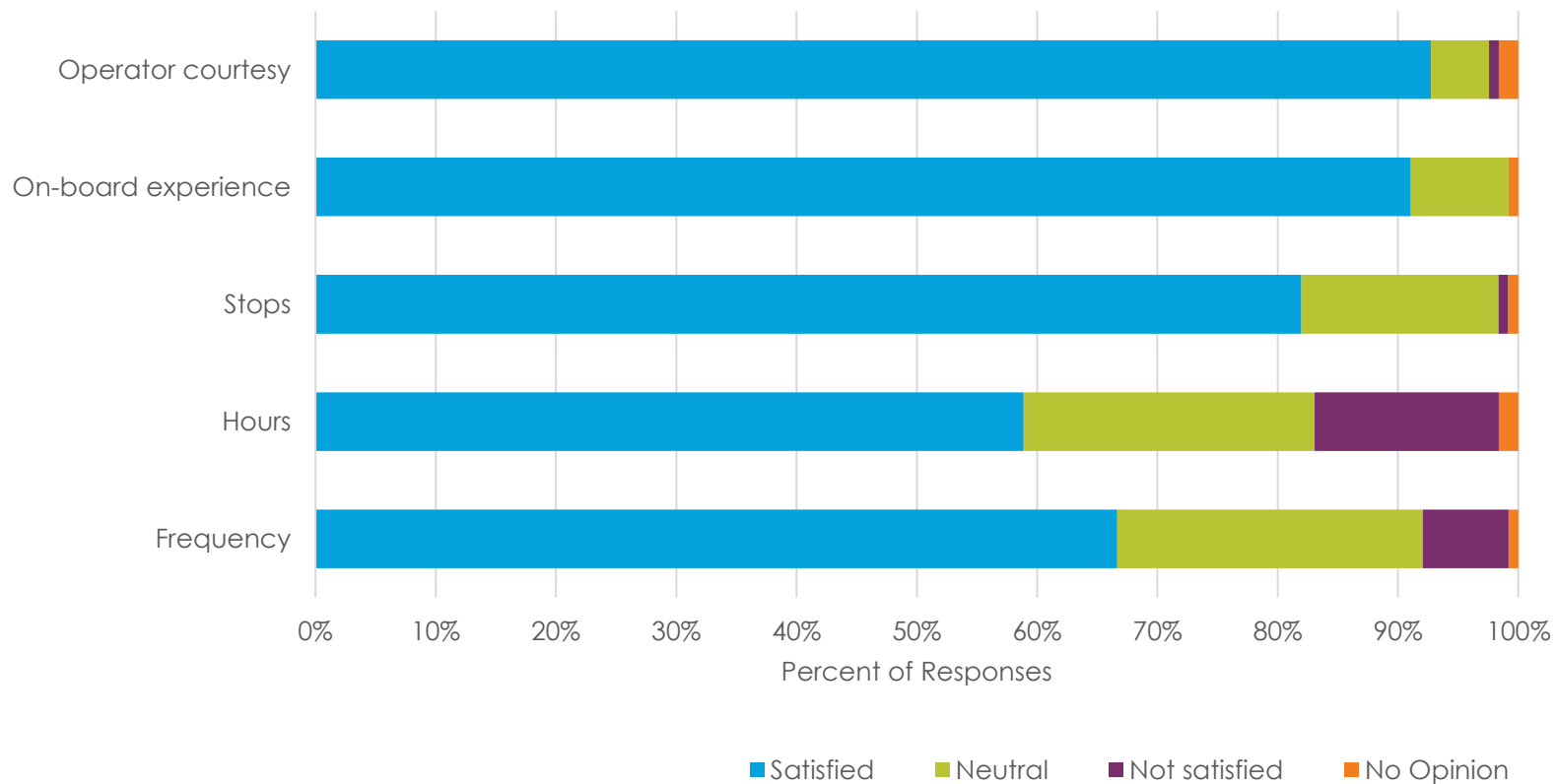
The survey asked riders what type of programming they would like to see expanded on the Streetcar. The majority of respondents reported they would be interested in seeing more historic tours and music on the Streetcar.



Streetcar Rider Satisfaction

Riders are generally satisfied with Streetcar service.

The survey asked riders how satisfied they are with various aspects of Streetcar service. Respondents were most satisfied with operator courtesy and the on-board experience. Respondents were least satisfied with the hours of service and frequency.



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6 MARKET ANALYSIS

Examining the density and distribution of specific population segments helps identify areas with high transit need. This chapter primarily uses Census data to highlight demographic and socio-economic characteristics of persons residing within areas currently served by Sun Metro. This chapter also examines the distribution of jobs by sector and employment travel patterns.

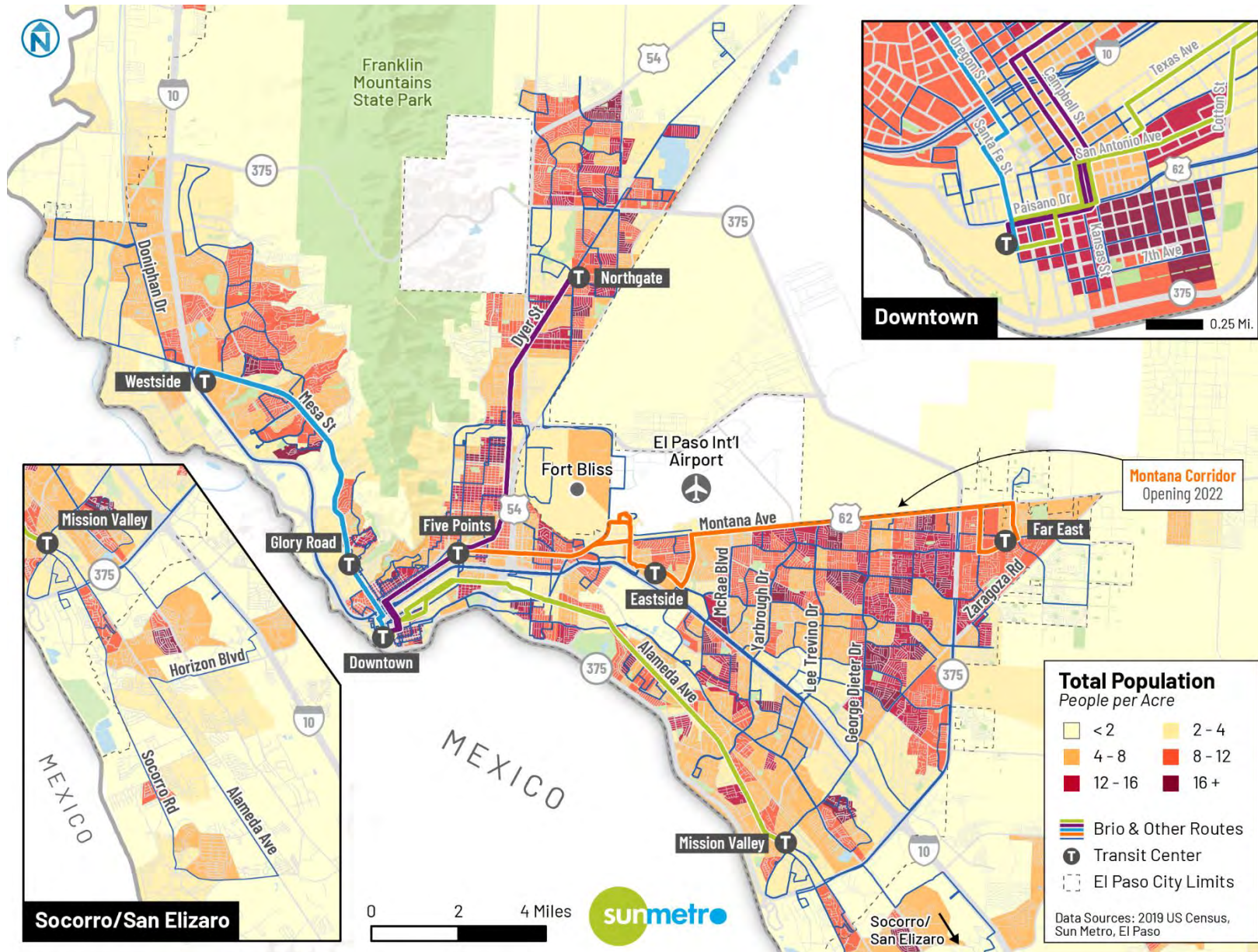
Demographics

Population

Population density is among the most important factors influencing transit demand. High-density residential areas have more people within walking distance to major corridors that can support more frequent transit service than low-density areas.

Areas with high population density that are potentially underserved include:

- Delta Dr and Coronado Rd, currently served by infrequent Routes 24 and 62
- The Angel's Triangle neighborhood and Hays Ave, which are adjacent to Route 207 Dyer BRIO but do not have stations access
- Betel Dr and Kernel Cir, currently served by Route 86
- George Dietter Dr, north of Pellicano Dr, currently served by Route 69
- Pebble Hills Blvd, currently served by Route 52

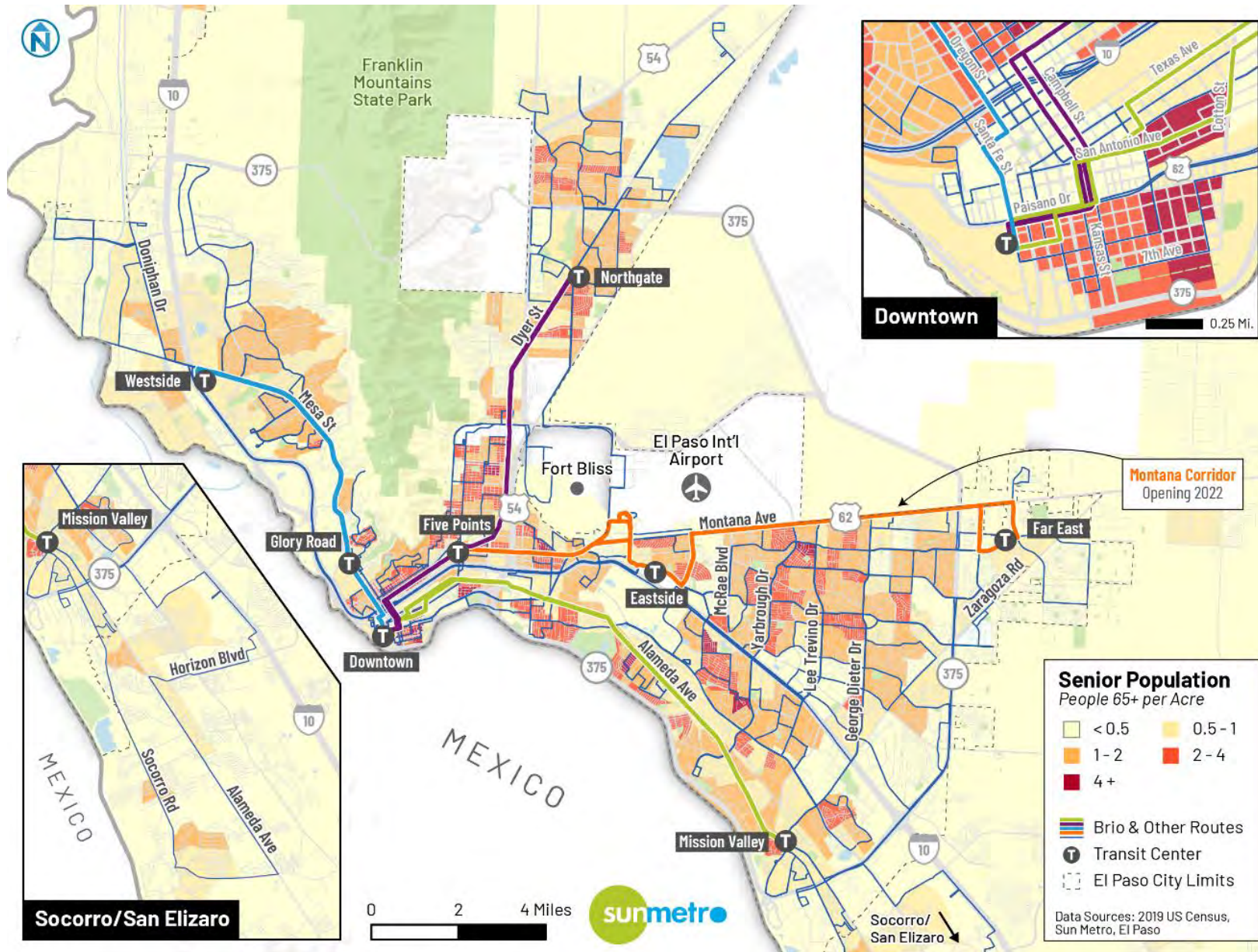


Senior Population

Transit provides a safe and low-cost alternative to driving a personal vehicle. Many older adults choose to transition from driving a personal vehicle to using transit due to health and/or safety reasons.

Neighborhoods with high densities of seniors include:

- Washington Park
- Hidden Valley
- Hacienda Heights
- Pebble Hills
- Morningside Heights

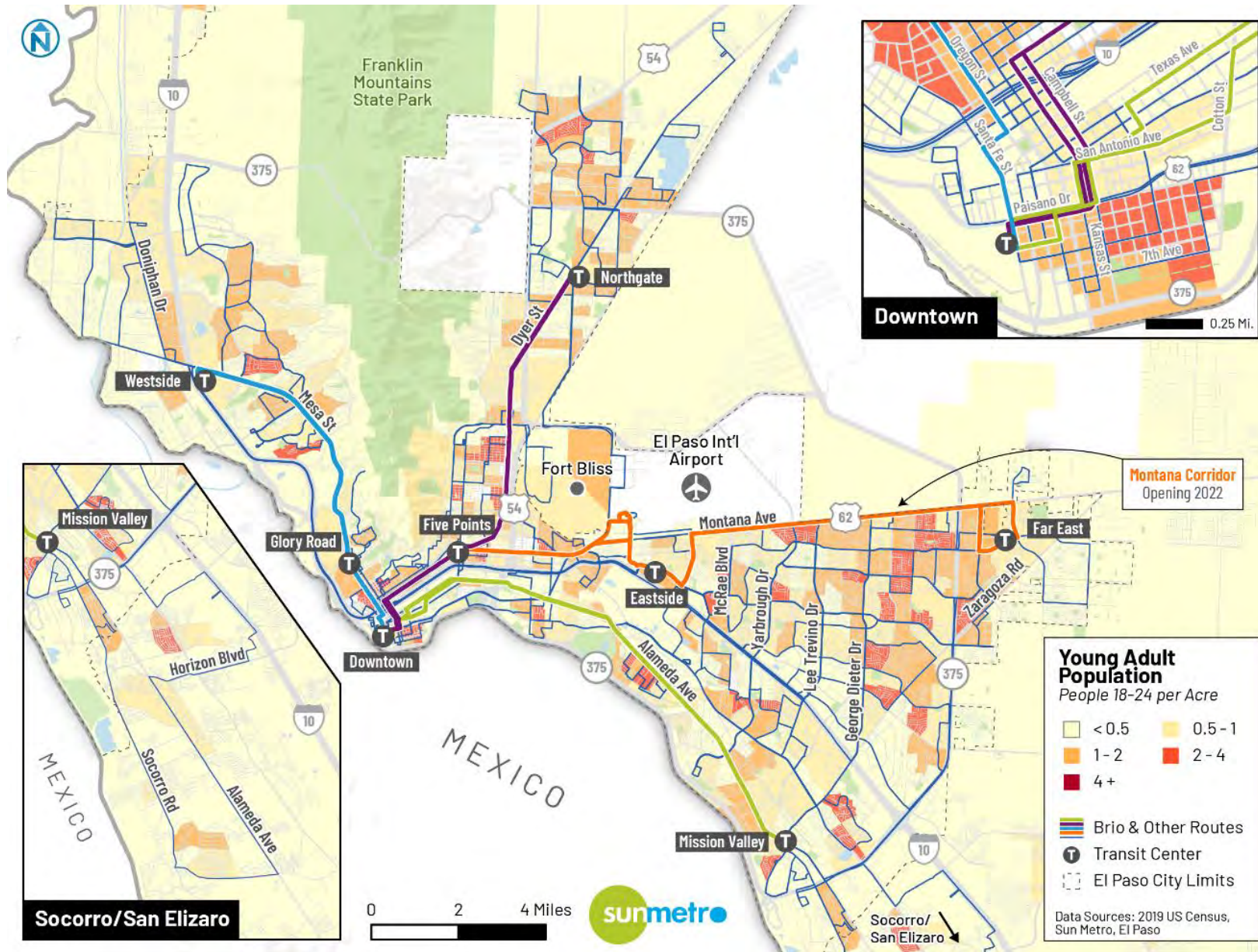


Young Adult Population

Multiple transportation studies have shown that young adults are obtaining their driver licenses at a later age than previous generations. Young adults are also less likely than their middle-aged counterparts to own a personal vehicle and more likely to consider transit as a transportation option.

Areas with a high concentration of adults generally align with those that also have the highest general population densities, such as along the following apartment-rich streets:

- Festival Dr.
- Carousel Dr.
- Coronado Dr.
- North Carolina Dr.
- Magruder St.

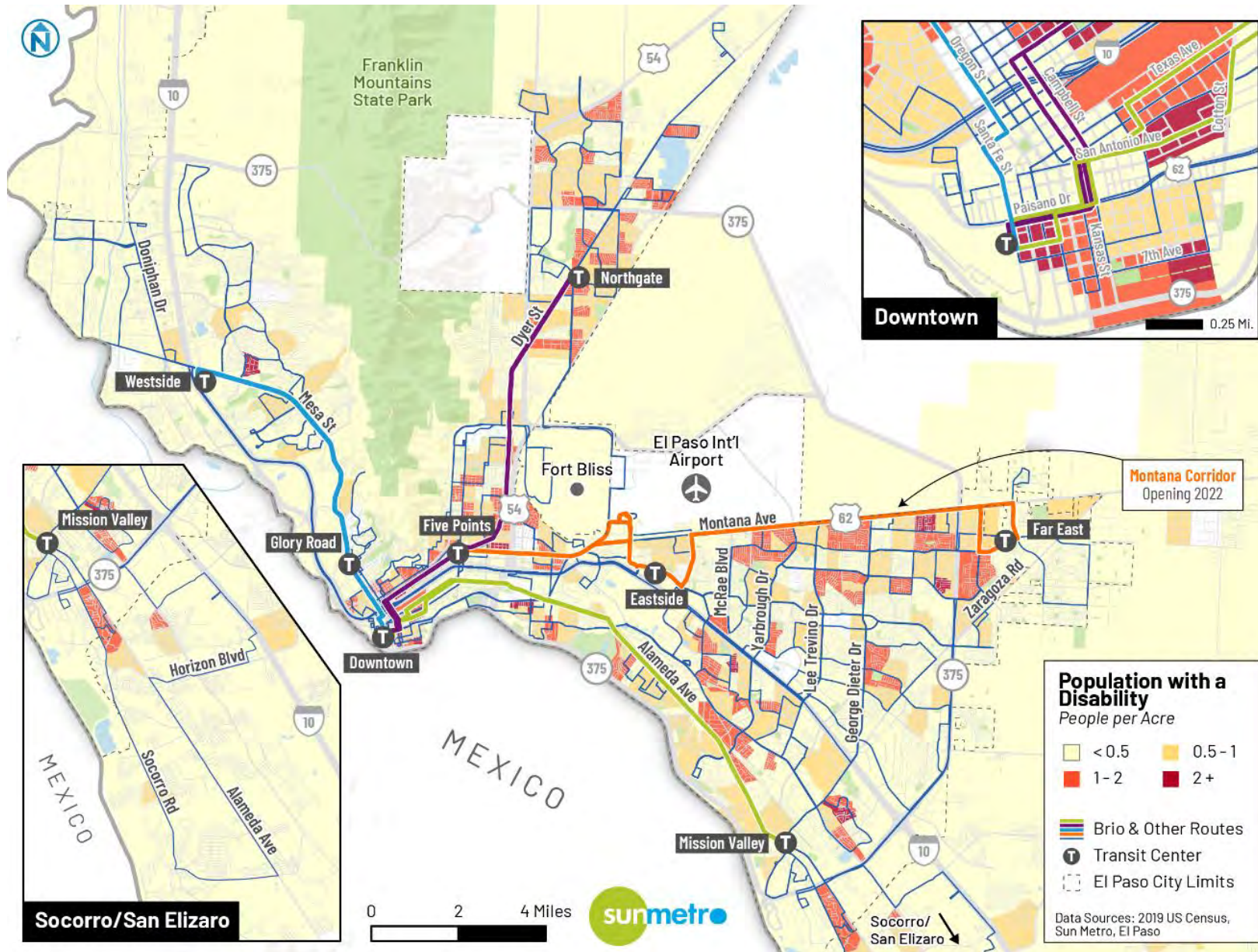


Population with a Disability

Persons with disabilities may be unable to operate a vehicle or feel more comfortable on public transportation. Transit stops must accommodate persons with disabilities and paratransit options should be made available.

Significantly higher than average concentrations of persons with a disability include:

- Alta Rey Ave. north of Coronado High School
- Washington Park neighborhood
- Montana Ave. between Five Points and Paisano Dr.
- Las Palmas Condominiums south of Montana Ave.



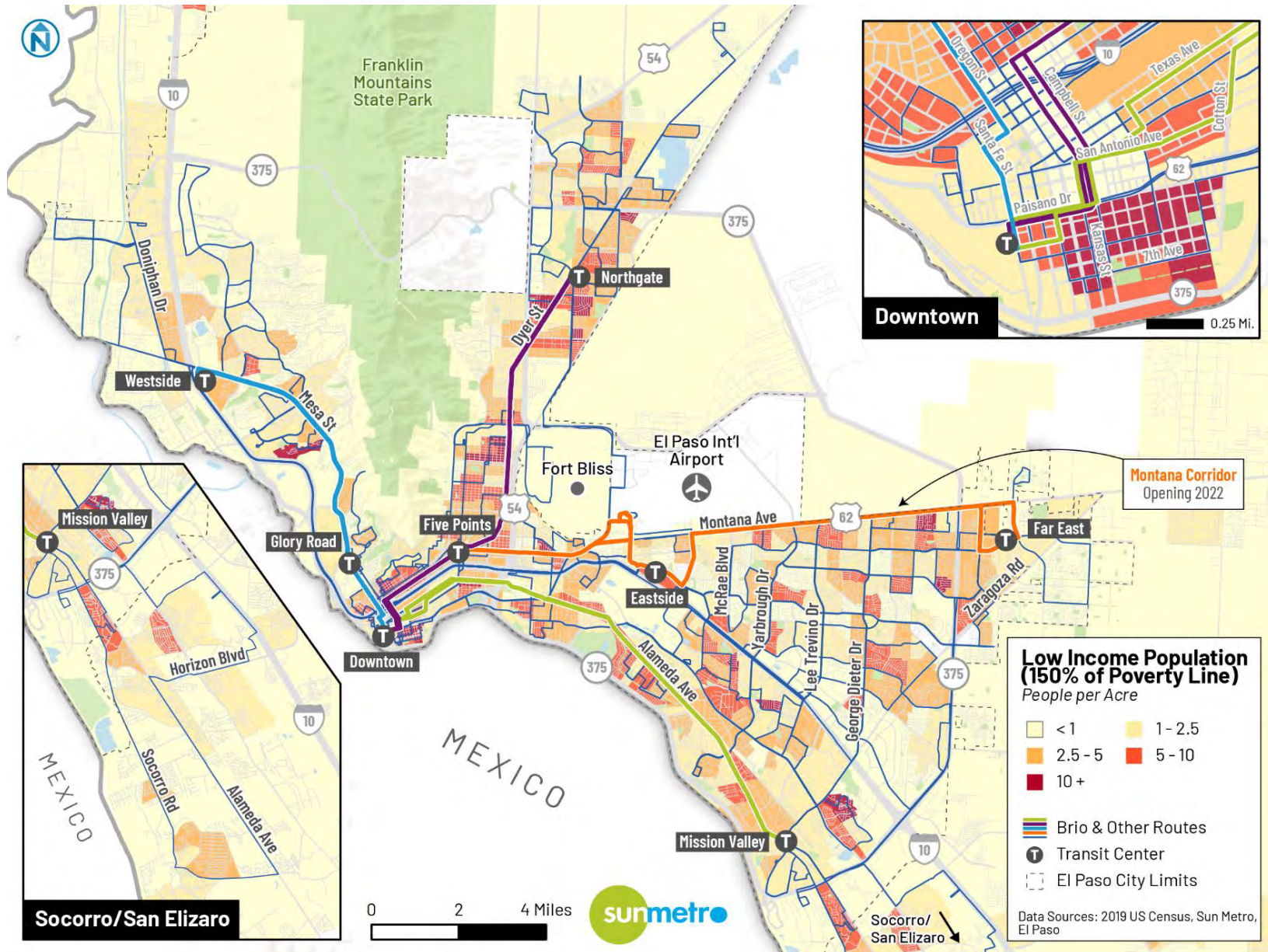
Socio-Economics

Low-Income Population

Traditionally, low-income populations are less likely to own or have access to a vehicle and more likely to use public transit as their sole means of transportation.

Areas that are predominately low-income include:

- Carousel Dr.
- El Segundo Barrio
- Angel's Triangle
- Hays Ave. west of Dyer St.
- Kernel Cir. along Betel Dr.



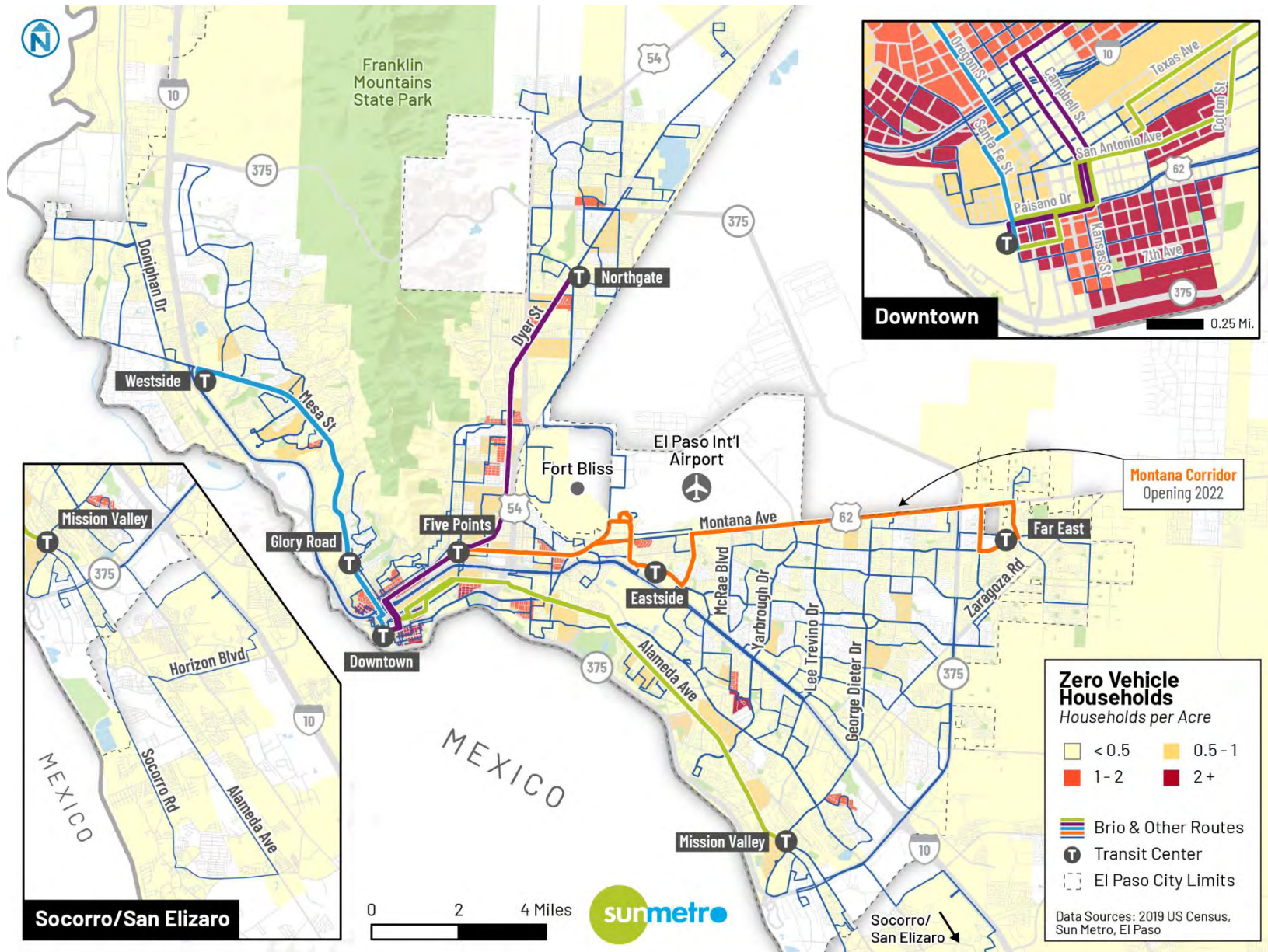
Personal Vehicle Access

Households without a Vehicle

Populations with limited vehicle access are likely to use public transportation as their sole means of transportation.

Areas with a high concentration of zero-vehicle households include:

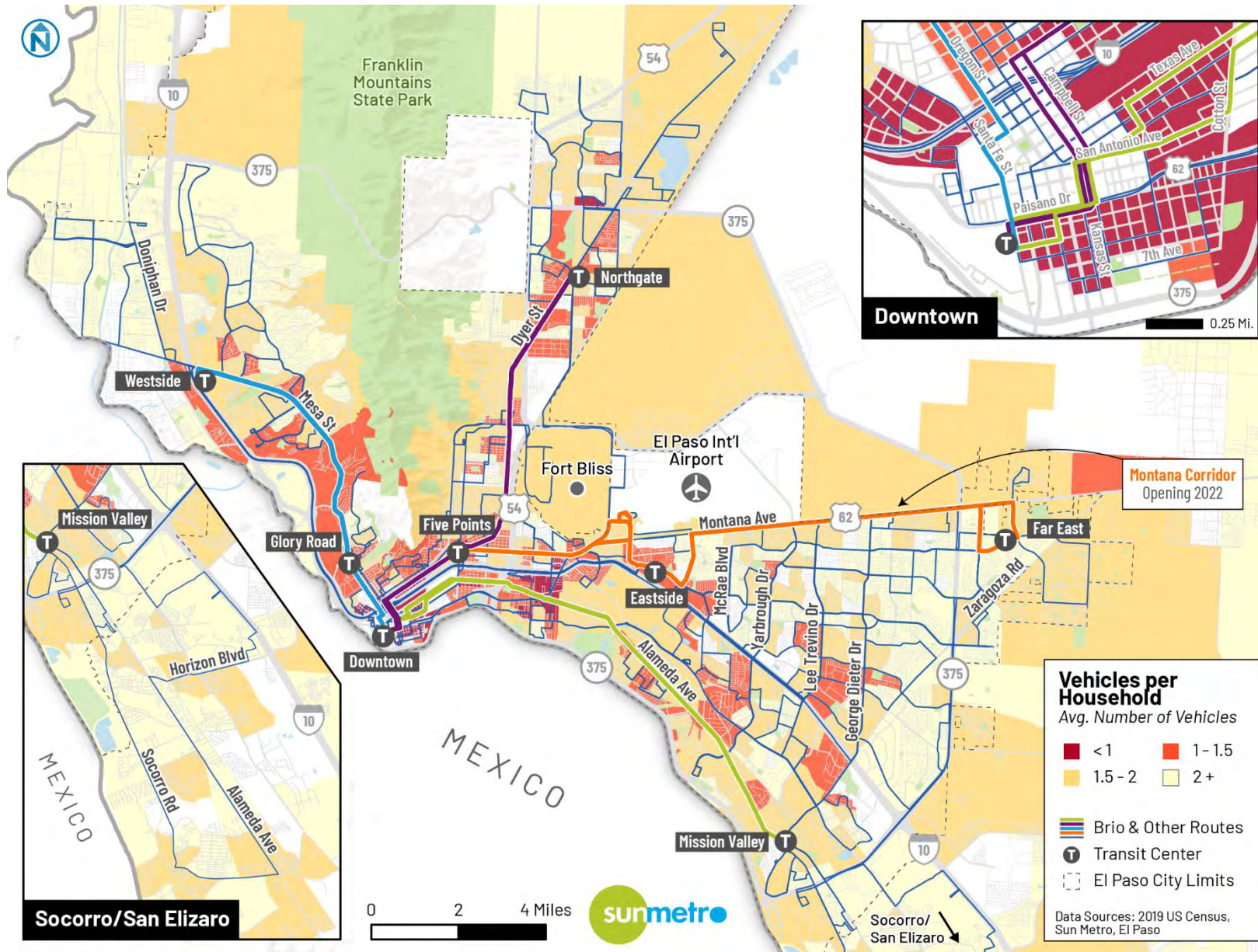
- El Segundo Barrio
- Lilac Way, south of North Carolina Dr., which include EL Paso Towers
- Fred Hervey Public Housing along Alps Dr.
- Munoz Manor Public Housing, west of Dyer St. and Fairbanks Dr.
- Kernel Cir. along Betel Dr.



Vehicles per Household

Vehicles per household is another way to measure transit need. As an example, a household with multiple working adults and/or post-secondary students may own only one vehicle.

Areas directly adjacent to UTEP, Five Points, Northgate Transit Center, and University Medical Center have the lowest ratios of vehicles to household members.

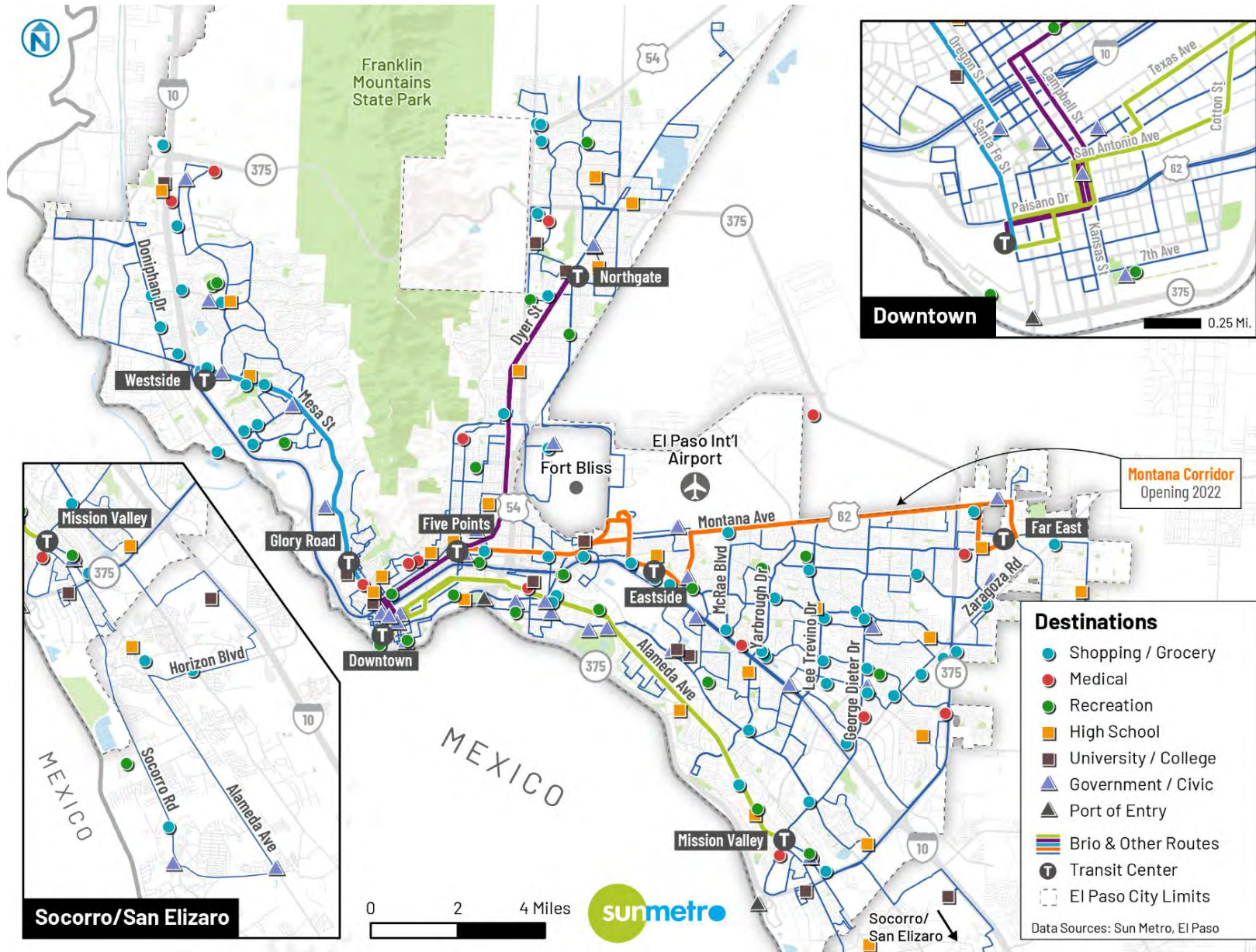


Destinations

The Sun Metro route network provides ample coverage to vital destinations throughout the city, including:

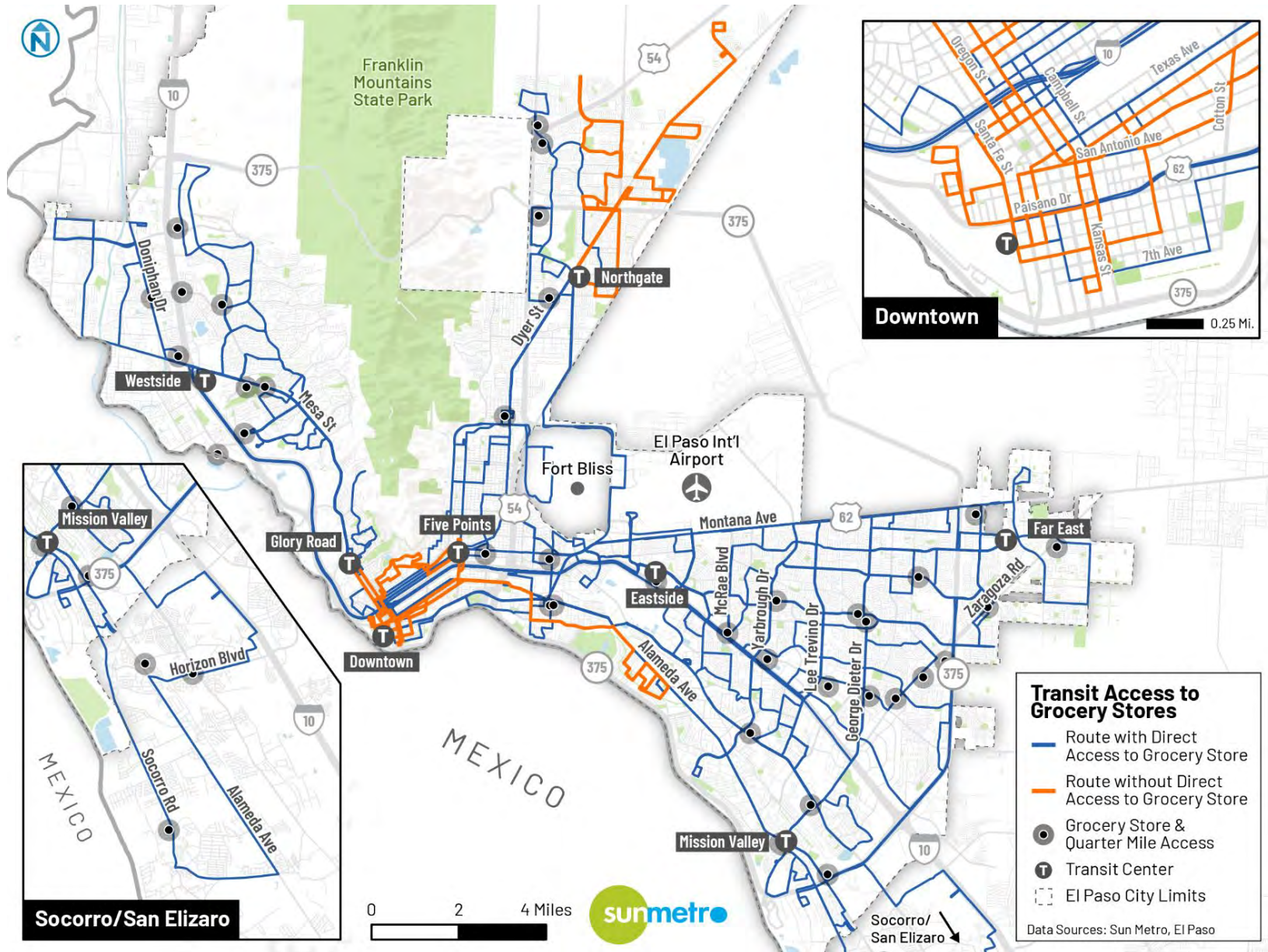
- Shopping centers
- Grocery stores
- Medical facilities
- High schools
- Colleges and universities
- Government services
- Libraries
- Recreation centers
- Ports of entry
- Post offices

In addition to these destinations, transit must also provide easy access to job opportunities across the city.



Grocery Store Access

Grocery store access is a crucial facet of a high functioning transit system. Most of Sun Metro's bus routes provide direct access to grocery stores throughout El Paso. However, several routes located in Downtown El Paso, Northwest El Paso, Central El Paso, and Mission Valley do not provide direct access to grocery stores. Grocery store accessibility is directly tied to positive health outcomes and improving transit access to grocery stores is one way to improve health equity for those who rely on transit for transportation.



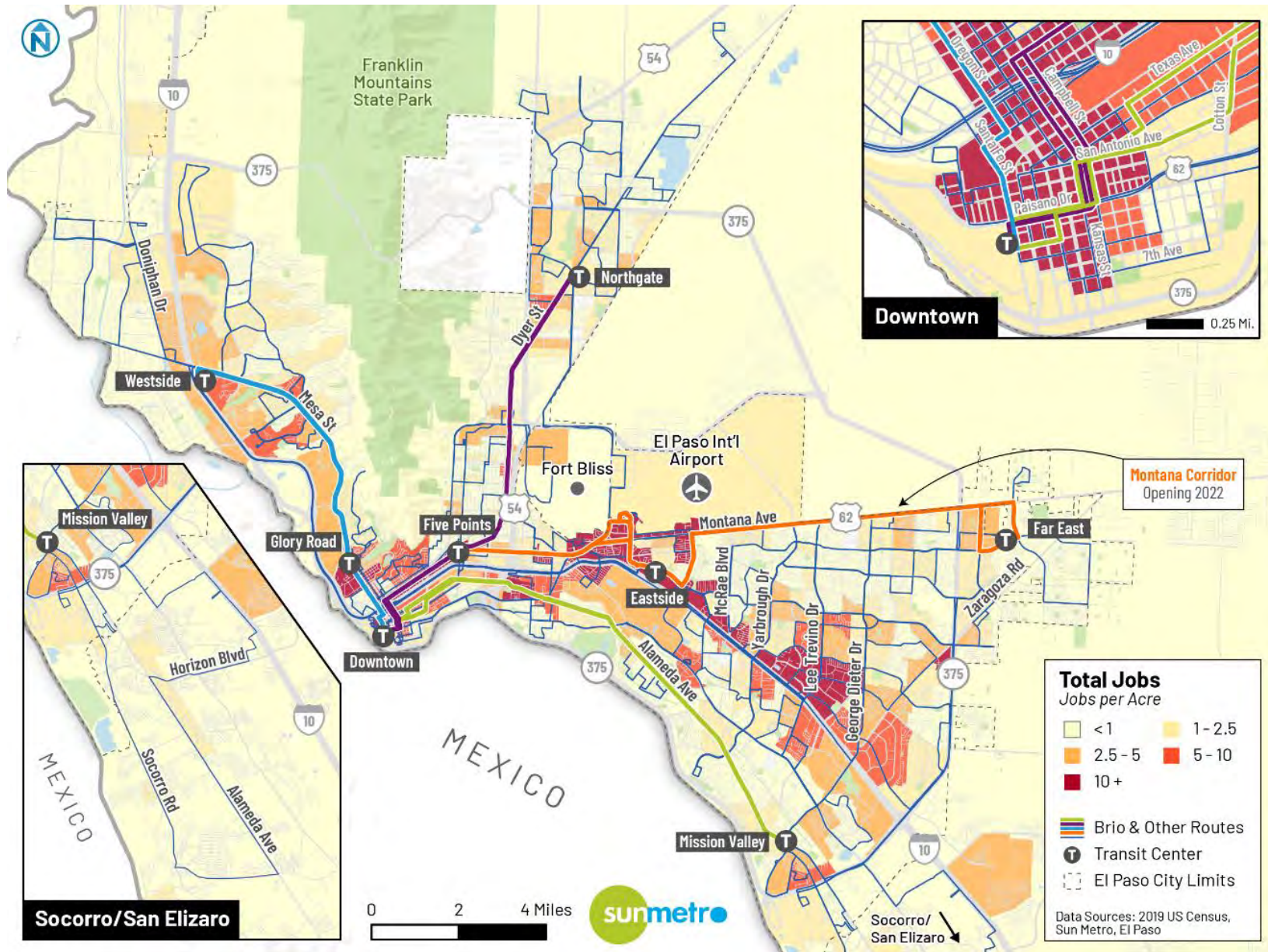
Employment

Jobs

Population density is among the most important factors influencing transit demand in terms of employment access. High-density residential areas have more people within walking distance to major corridors with access to employment centers that can support more frequent transit service than low-density areas.

The highest employment densities in El Paso can be found in the following districts and activity centers:

- Downtown El Paso
- University of Texas at El Paso
- Cielo Vista Mall
- Gateway Blvd, particularly the north side of I-10 between Paisano Dr. and Lee Trevino Dr.
- Boeing Dr., south of El Paso International Airport

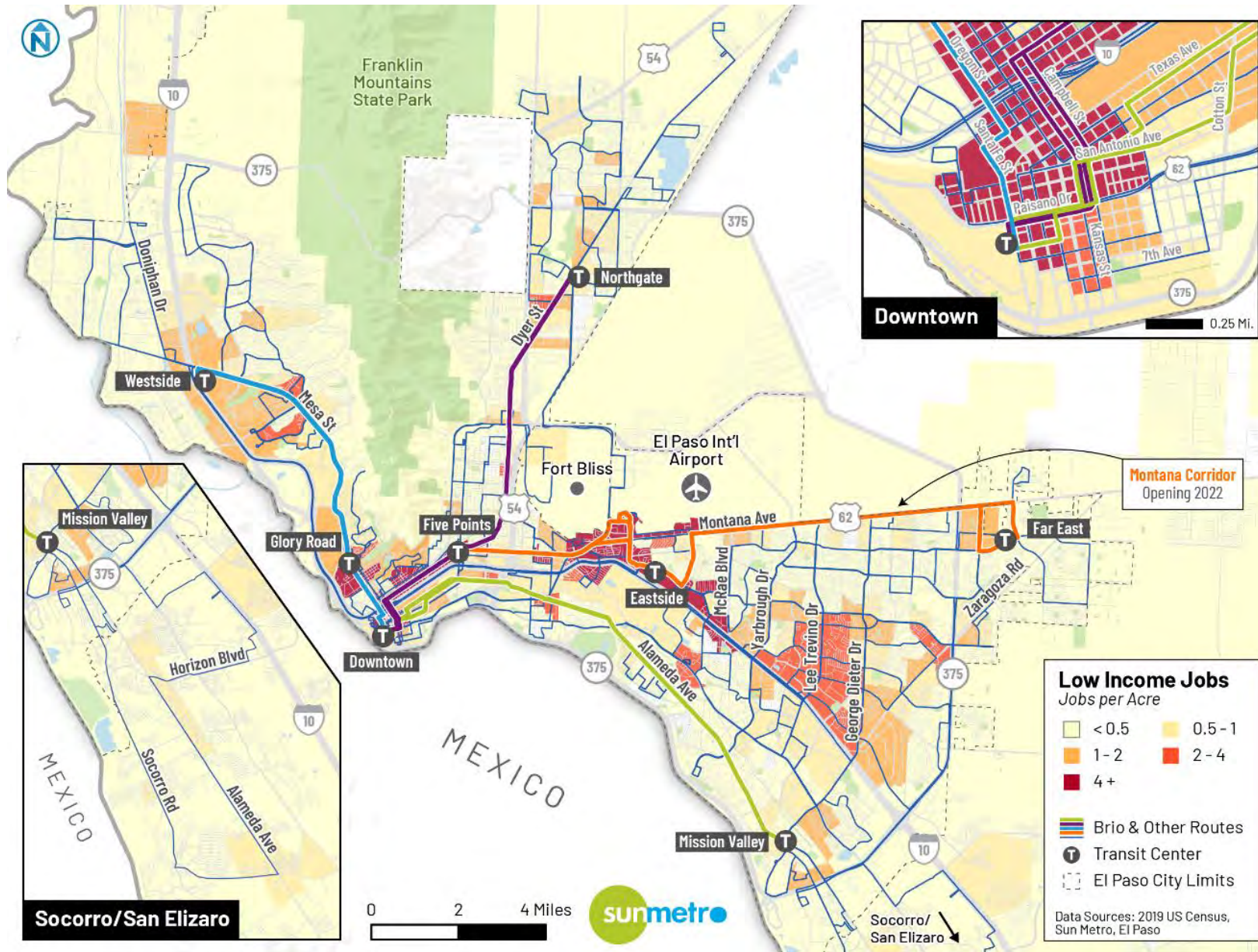


Low-Wage Jobs

Low-wage workers are less likely to have access to a vehicle and be more reliant on public transportation. Low-wage workers are also more likely to work non-traditional hours showing the need for extended hours of service. Areas with a high density of low-wage jobs should see an array of public transportation options for employees.

High concentrations of low-wage jobs are present in the following areas:

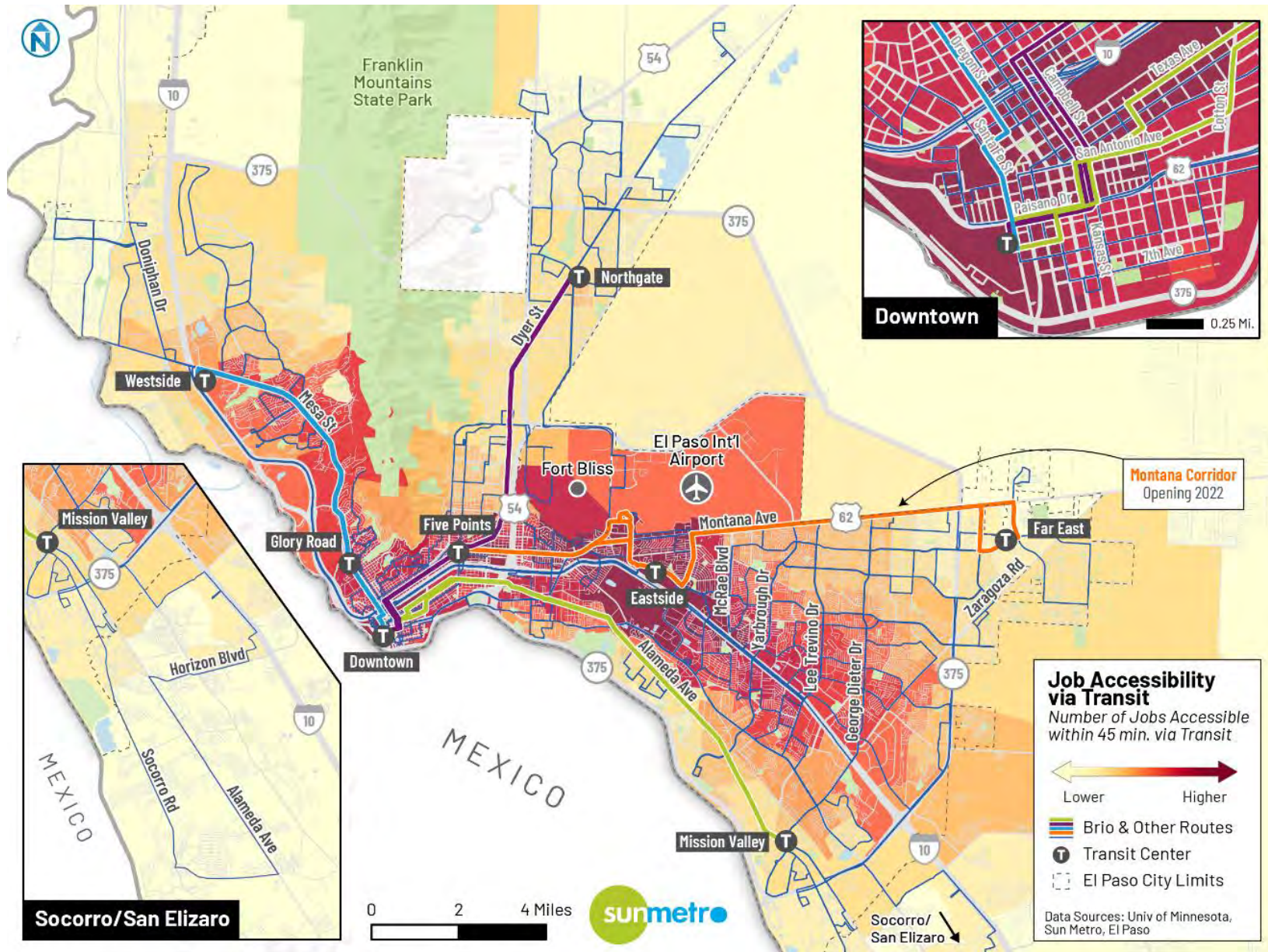
- Downtown El Paso
- Cielo Vista Mall
- Bassett Place Mall
- Shopping centers north of Gateway Blvd and south of Viscount Blvd
- Warehouse and distribution jobs along Pellicano Dr



Jobs Accessible by Transit

Transit is an essential transportation service to facilitate employment in El Paso. Expanded transit access is necessary to maximize economic potential. Additionally, because limited transit access is linked to higher unemployment, transit access is also a way to reduce inequality. In El Paso, jobs are broadly accessible by transit, though some parts of the city are better served than others.

Areas in which a high number of jobs are accessible by transit include Downtown El Paso, UTEP, Cielo Vista Mall, and along Airway Blvd. Jobs are least accessible via transit in Northeast El Paso neighborhoods surrounding Northgate Transit Center, neighborhoods on the Far East near the Far East Transit Center, southern Mission Valley, and the northern most neighborhoods in Northwest El Paso.



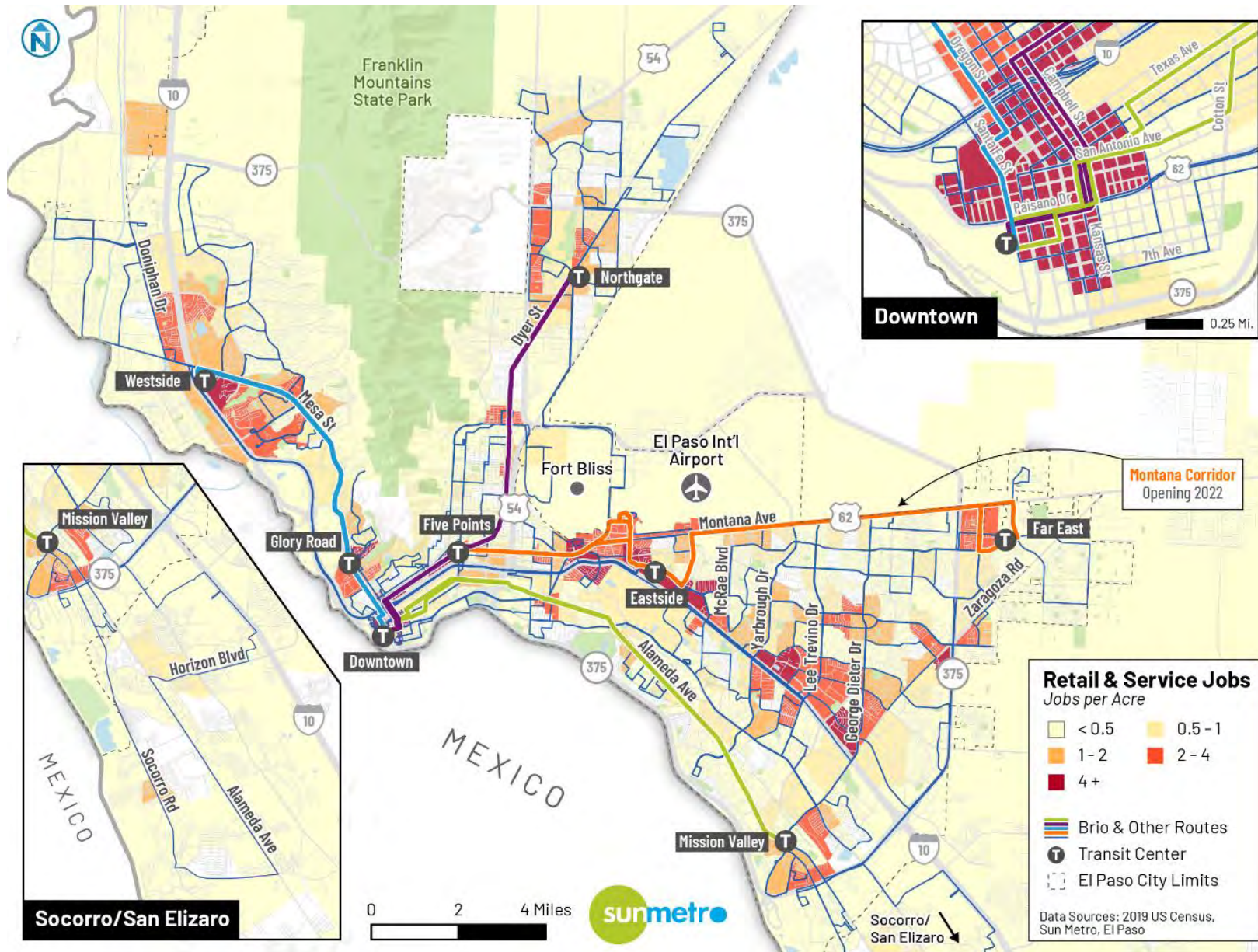
Jobs Distribution

Retail and Service Jobs

Retail and service jobs typically pay less and have more night shifts than other job sectors. Therefore, areas with high densities of retail or service industry jobs should have robust transit service that extends until at least 10:00 PM.

Retail centers with high employment include:

- Cielo Vista Mall
- Bassett Place Mall
- Sunland Park Mall
- Walmart Supercenter stores

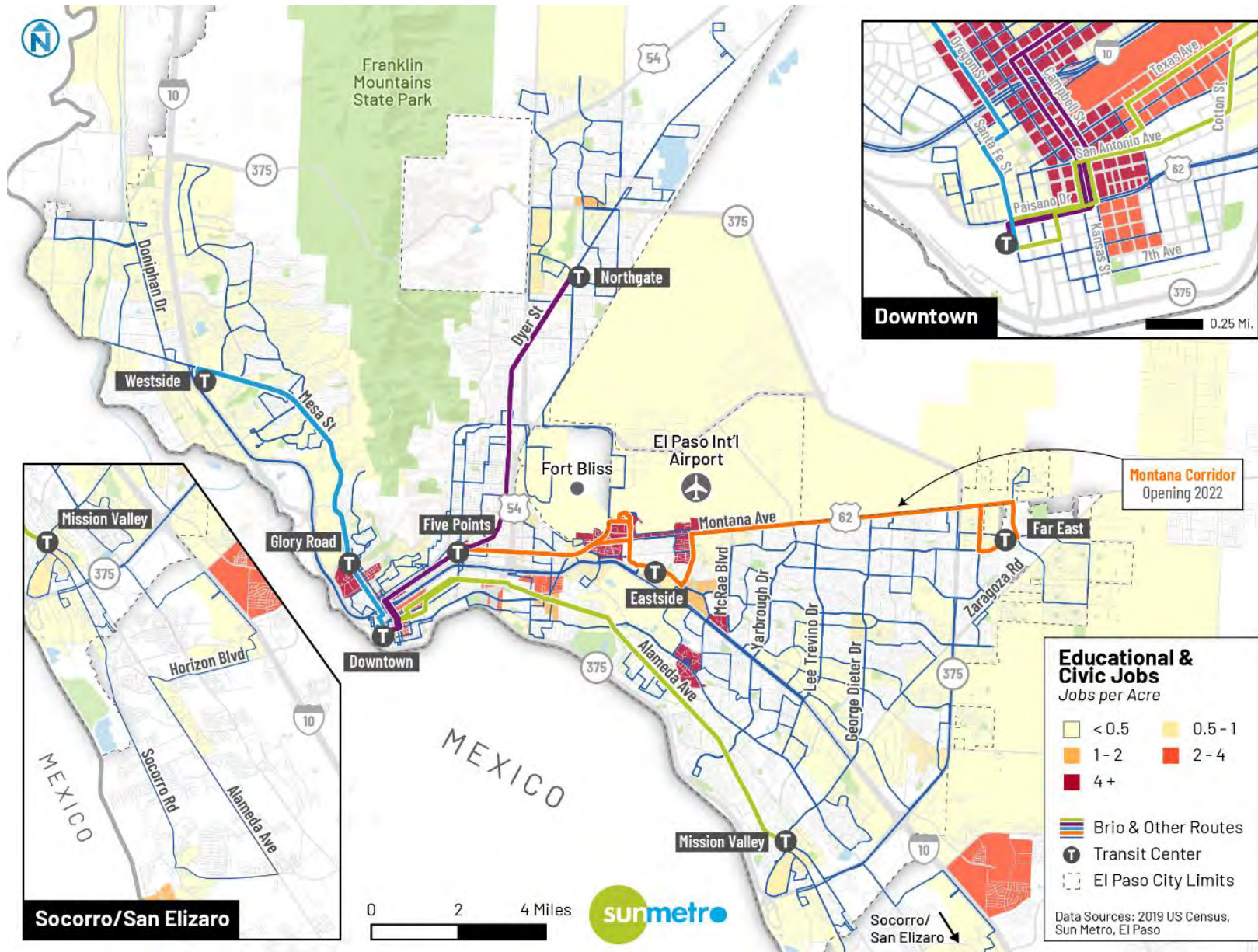


Educational and Civic Jobs

Persons with education or civic jobs may be low-wage earners and work off-peak hours. Transit to these areas needs to be available late at night and early in the morning to ensure these workers have access to their places of employment around the city.

Neighborhoods or activity centers with high densities of education and civic jobs include:

- University of Texas at El Paso
- El Paso Community College Valle Verde Campus
- El Paso Community College Rio Grande Campus
- Ysleta Independent School District
- Southwest University

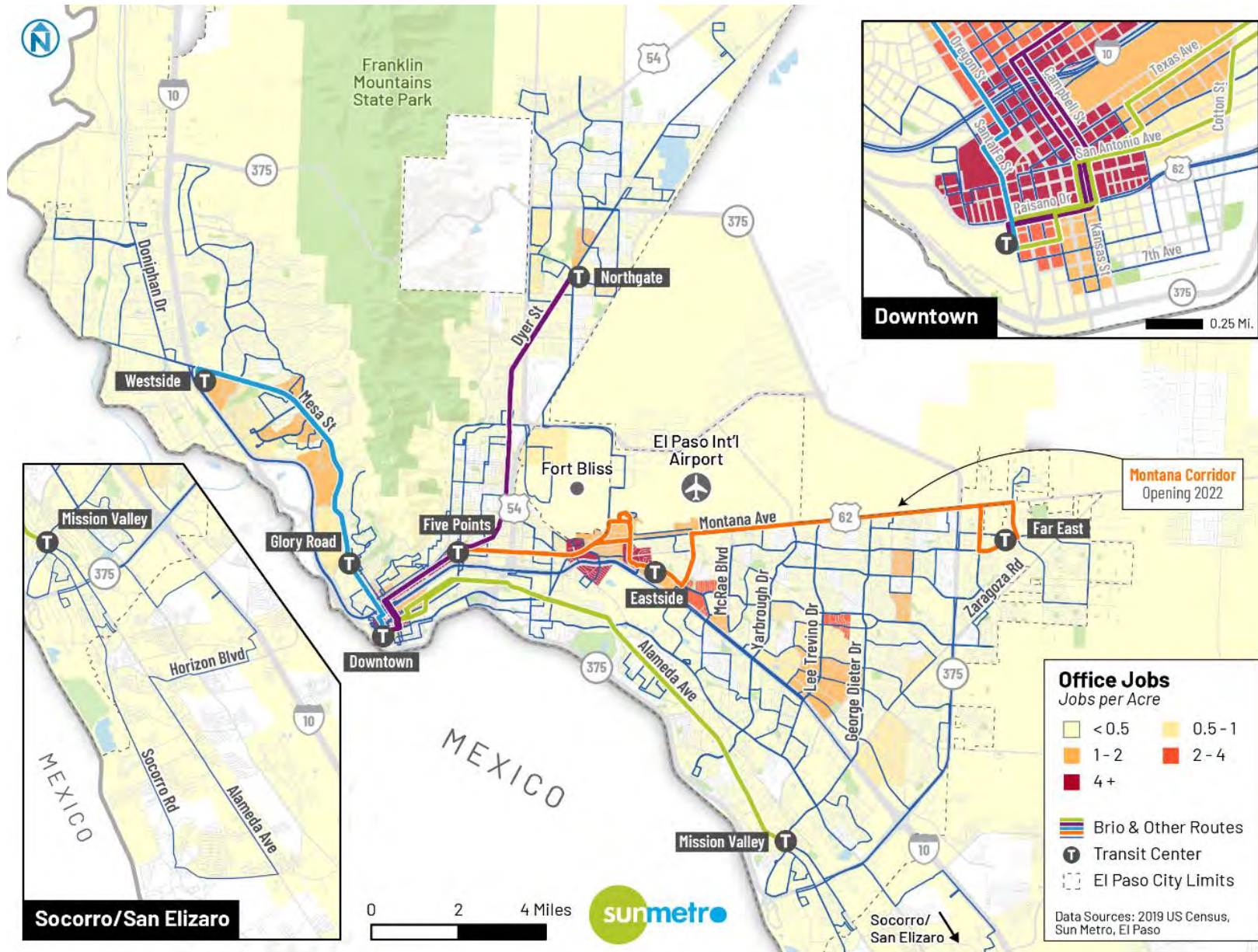


Office Jobs

Persons with office jobs are less likely to be reliant on public transit. However, if parking costs or gas prices rise, workers may begin relying on public transportation. Areas like downtowns or large office corridors may be convenient transit hubs because of their high concentrations of employment opportunities.

Neighborhoods or activity centers with high densities of office jobs include:

- Downtown El Paso
- University of Texas at El Paso
- El Paso Community College Administrative Services Center
- Vista Hills Plaza
- Surety Dr

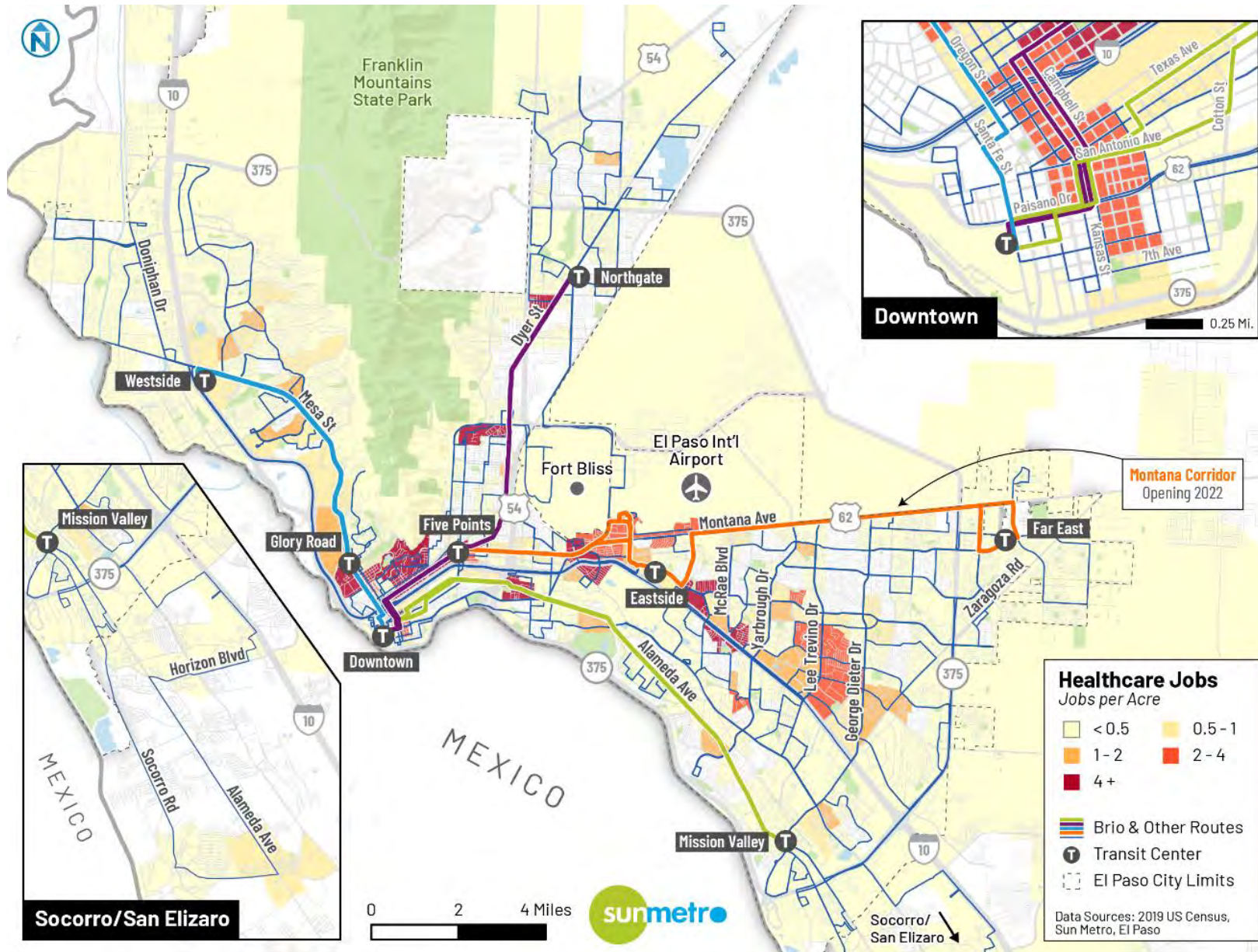


Healthcare Jobs

Healthcare workers are more likely to work non-traditional hours, showing the need for extended hours of service. Transit serving healthcare centers such as hospitals or clinics should have service late into the night and early in the morning. Bus stops and other transit stations should be well-lit for passengers using the service at night on off-peak hours.

High concentrations of healthcare jobs are present at the following locations:

- Hospitals of Providence
- Kindred Hospital
- El Paso VA Medical Center
- University Medical Center of El Paso
- Del Sol Medical Center
- West Central El Paso
- Legent Hospital of El Paso

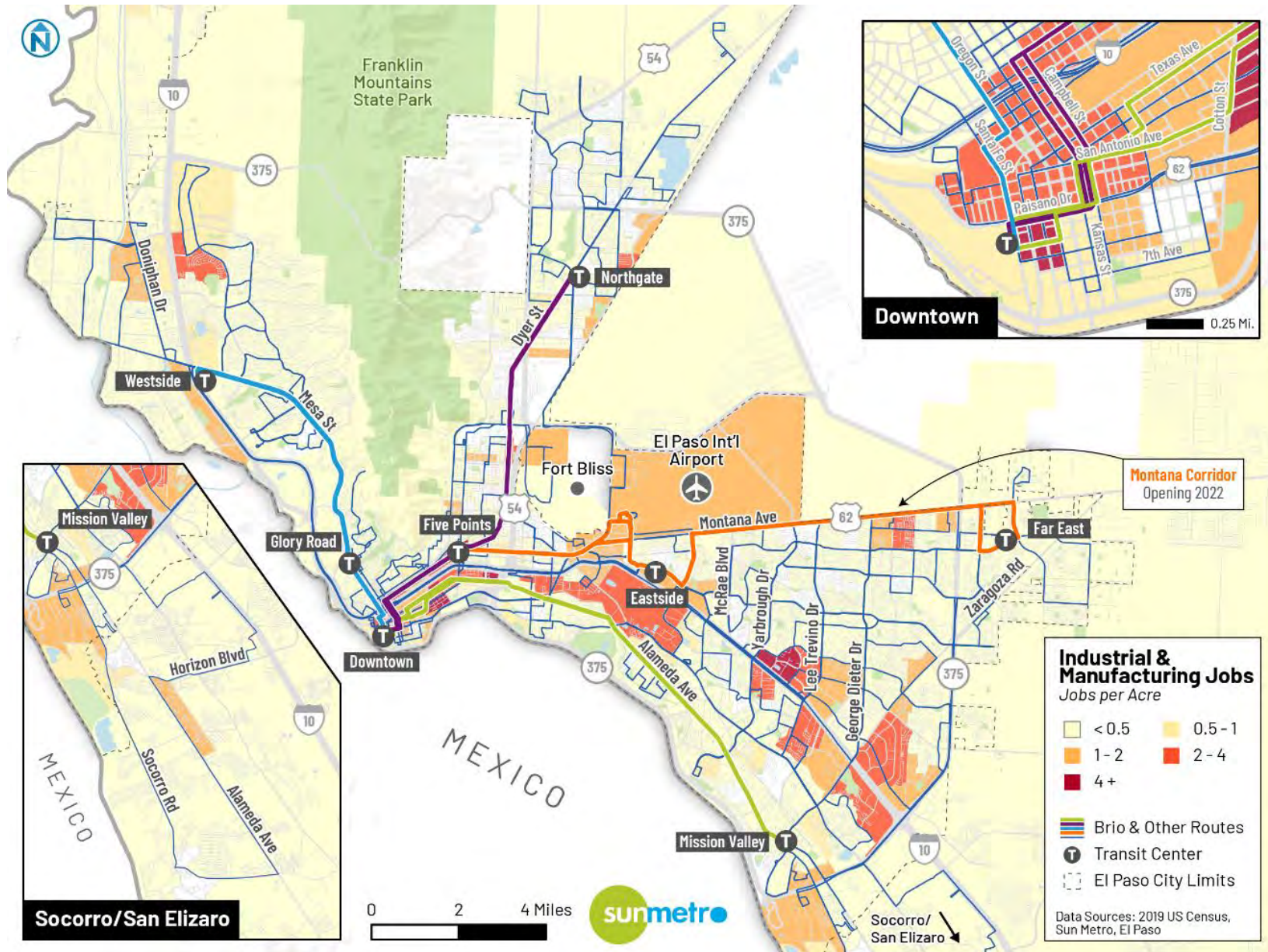


Industrial and Manufacturing Jobs

Persons in manufacturing jobs are more likely to be lower-income and be more reliant on public transit. Manufacturing centers tend to be far from areas with high population densities, therefore planning transit routes that connect low-income areas with manufacturing jobs may require increasing the number of routes as well as the number of stops along the route to ensure accessibility.

Areas with concentrations of industrial and manufacturing jobs:

- Warehouse and distribution along Pellicano Dr between Vista de Oro Dr and Lee Trevino Dr
- Warehouse and distribution along Clark Dr north of El Paso Dr
- Warehouse and distribution along Hawkins Blvd between Gateway Blvd and North Loop Dr
- Warehouse and distribution between Zaragoza Road, Don Haskins Dr, and Gateway Blvd
- Refineries along Trowbridge Dr
- El Paso International Airport

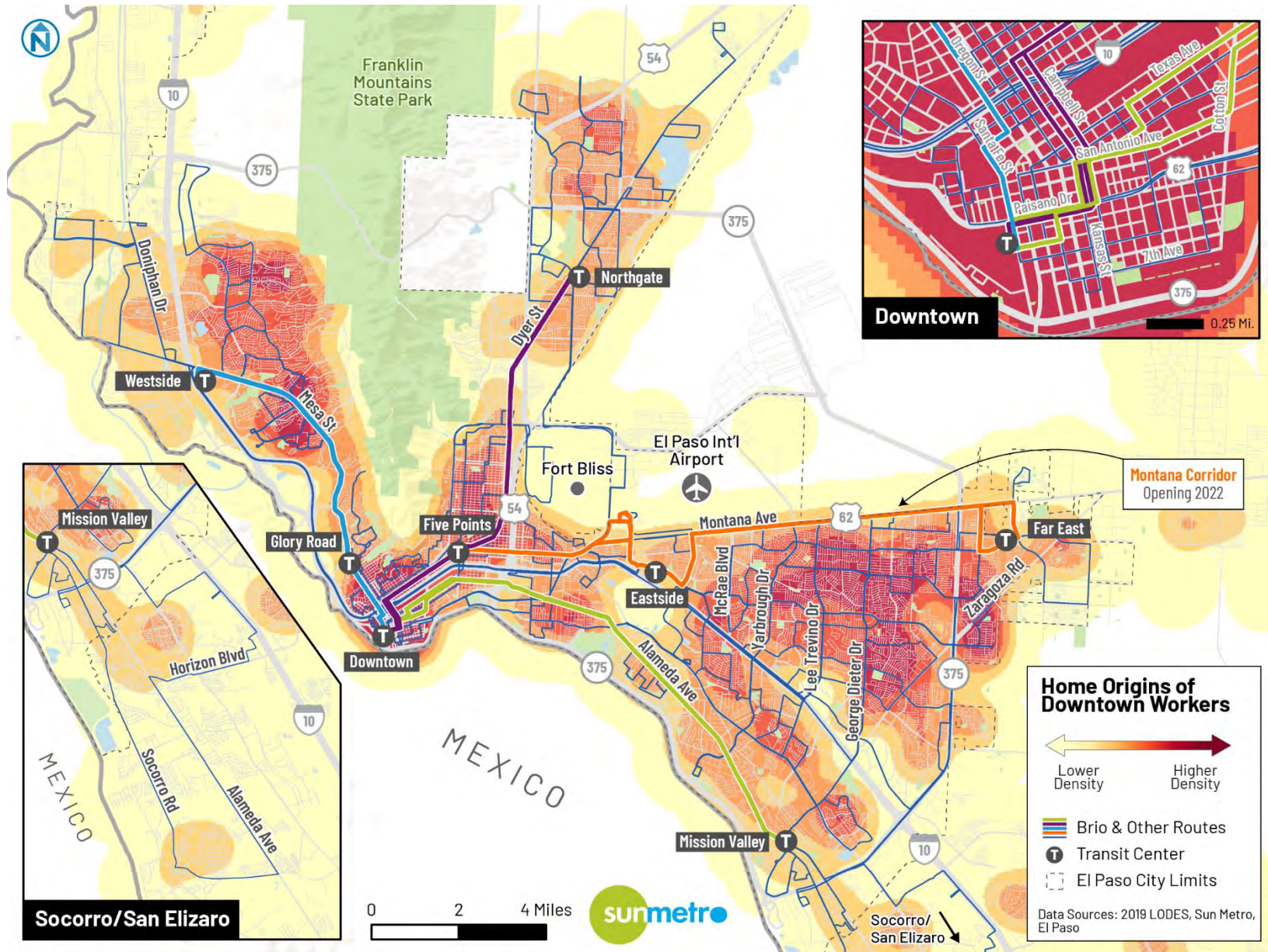


Employment Travel Patterns

Home Origins of Downtown El Paso Employees

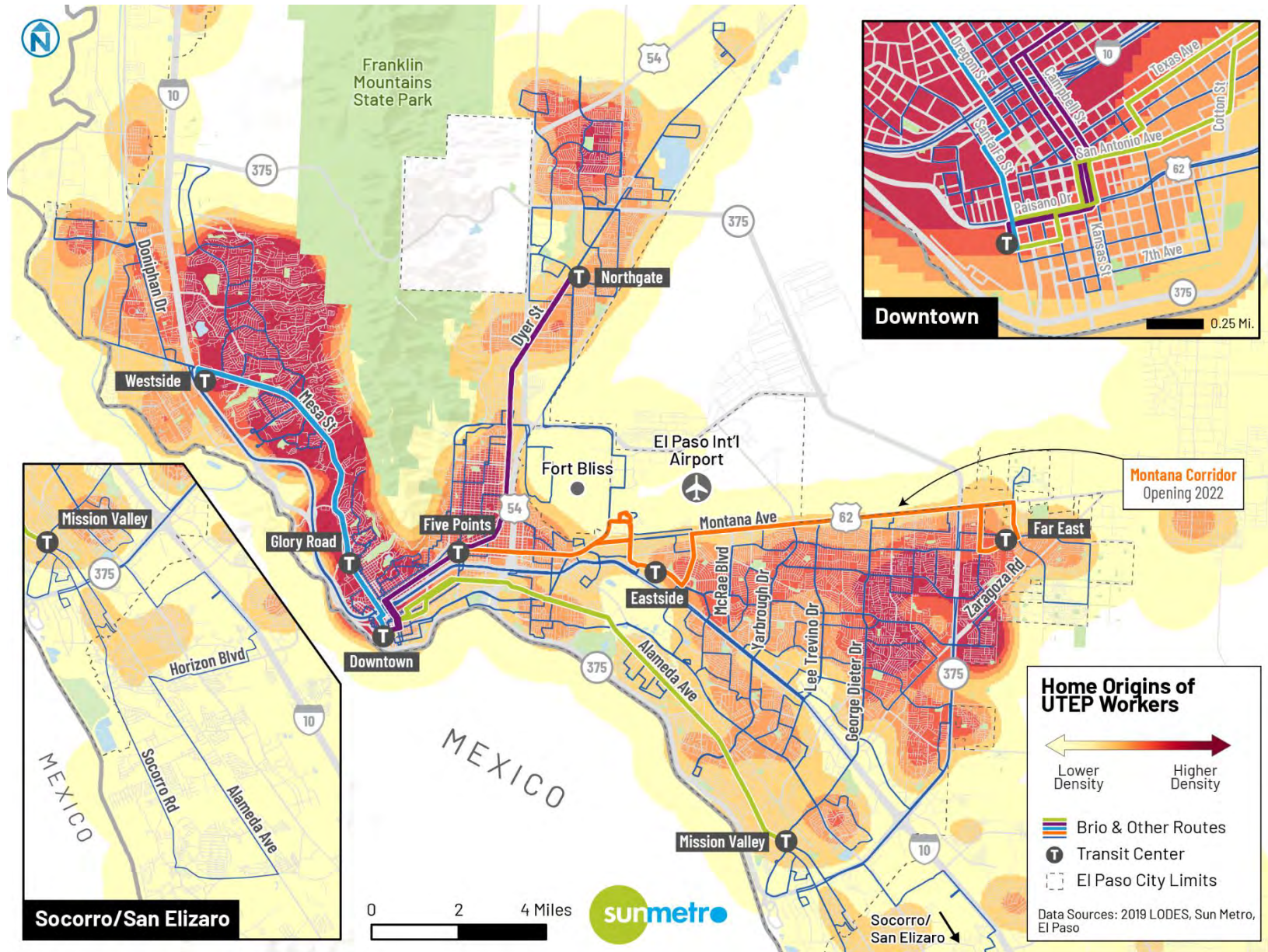
The home origins of Downtown employees can reveal larger transportation trends in El Paso. The highest concentration of Downtown employees also live in Downtown El Paso.

Outside of the Downtown region, the population of commuters to Downtown El Paso is dispersed. On El Paso's eastside, neighborhoods situated between Edgemere Blvd and Pellicano Dr are home to many Downtown workers. In the northwest of the city, Downtown employees are clustered around Mesa St, between Thunderbird Dr and Festival Dr, as well as in the neighborhoods of Kholberg, Bear Ridge, and High Ridge. Mission Valley neighborhoods such as Pecan Grove, Colonia del Valle, Williams Park, and Loma Park also have a high concentration of workers who commute Downtown. Lastly, a sizable population of Downtown El Paso employees live in the city's northern most neighborhoods, such as Bradley, Veteran's Park, and Sun Valley West.



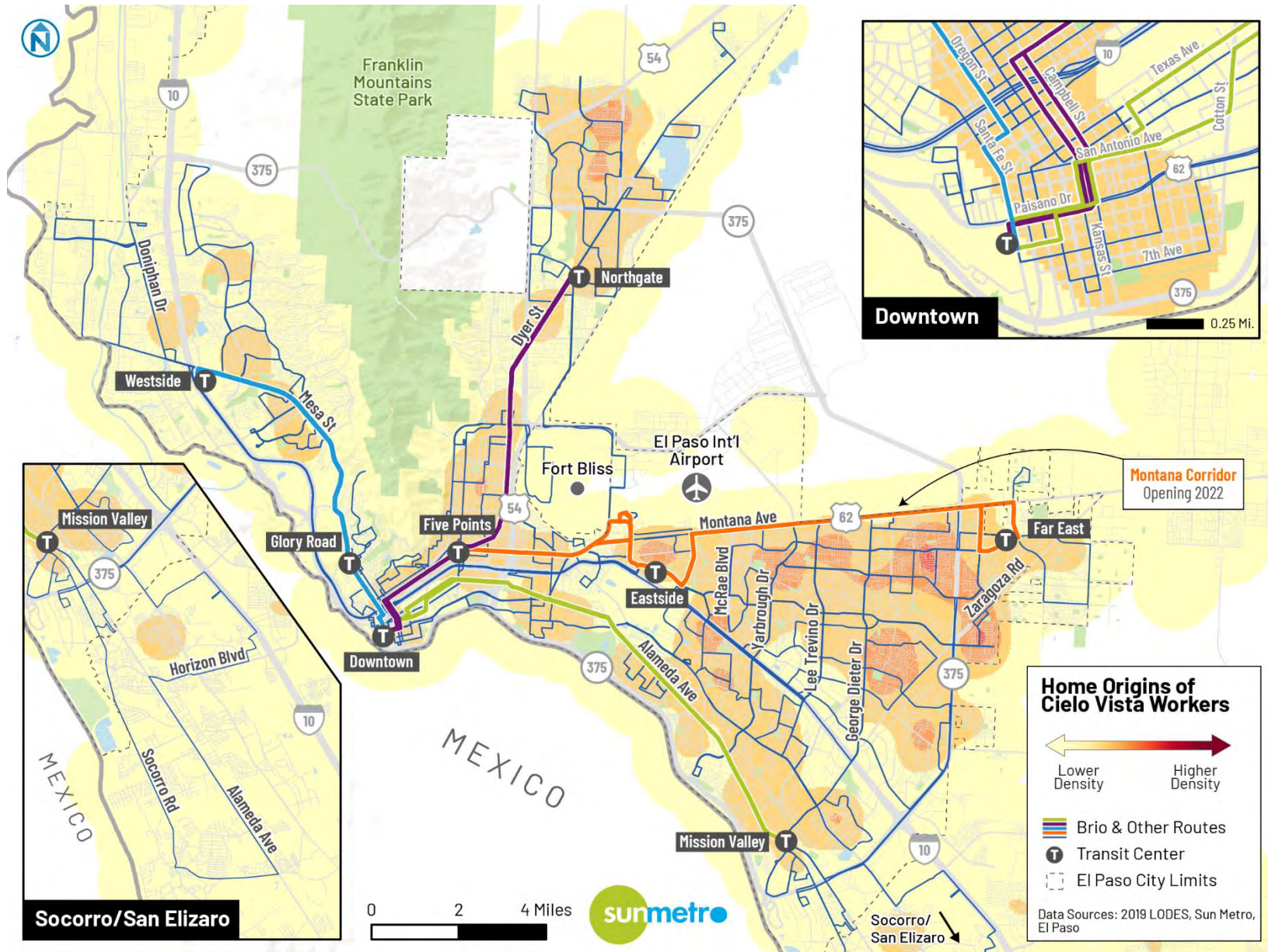
Home Origins of University of Texas at El Paso Employees

The University of Texas at El Paso is a key destination and employment hub for the region. A high concentration of UTEP employees live on El Paso's westside. Other areas with a moderate to high concentration of UTEP employees are El Paso's eastside (east of George Dieter Dr., south of Turner Rd., west of Tierra Este Rd., and north of Vista Del Sol Dr).



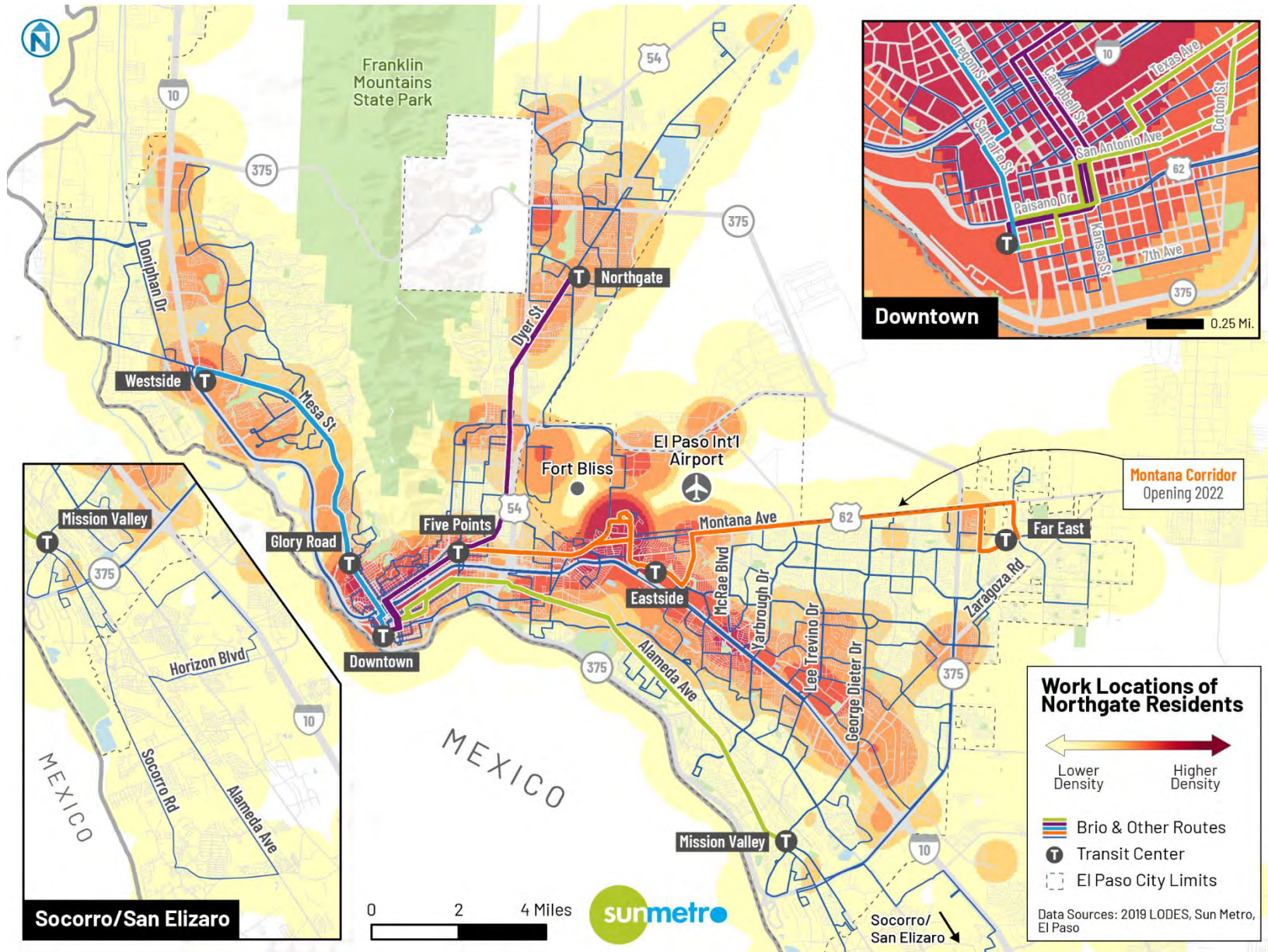
Home Origins of Cielo Vista Area Employees

Cielo Vista Mall is the largest shopping mall in El Paso and a major employment center in the city. Cielo Vista's employees are primarily concentrated in East El Paso, with high densities in Sun Ridge South, Vista Real West, Marty Robbins, and Cielo Vista South. In Northeast El Paso, Cielo Vista Area employees are clustered in Cooperstown, Bradley, and Veteran's Park. Few Cielo Vista Area employees live in Northwest El Paso.



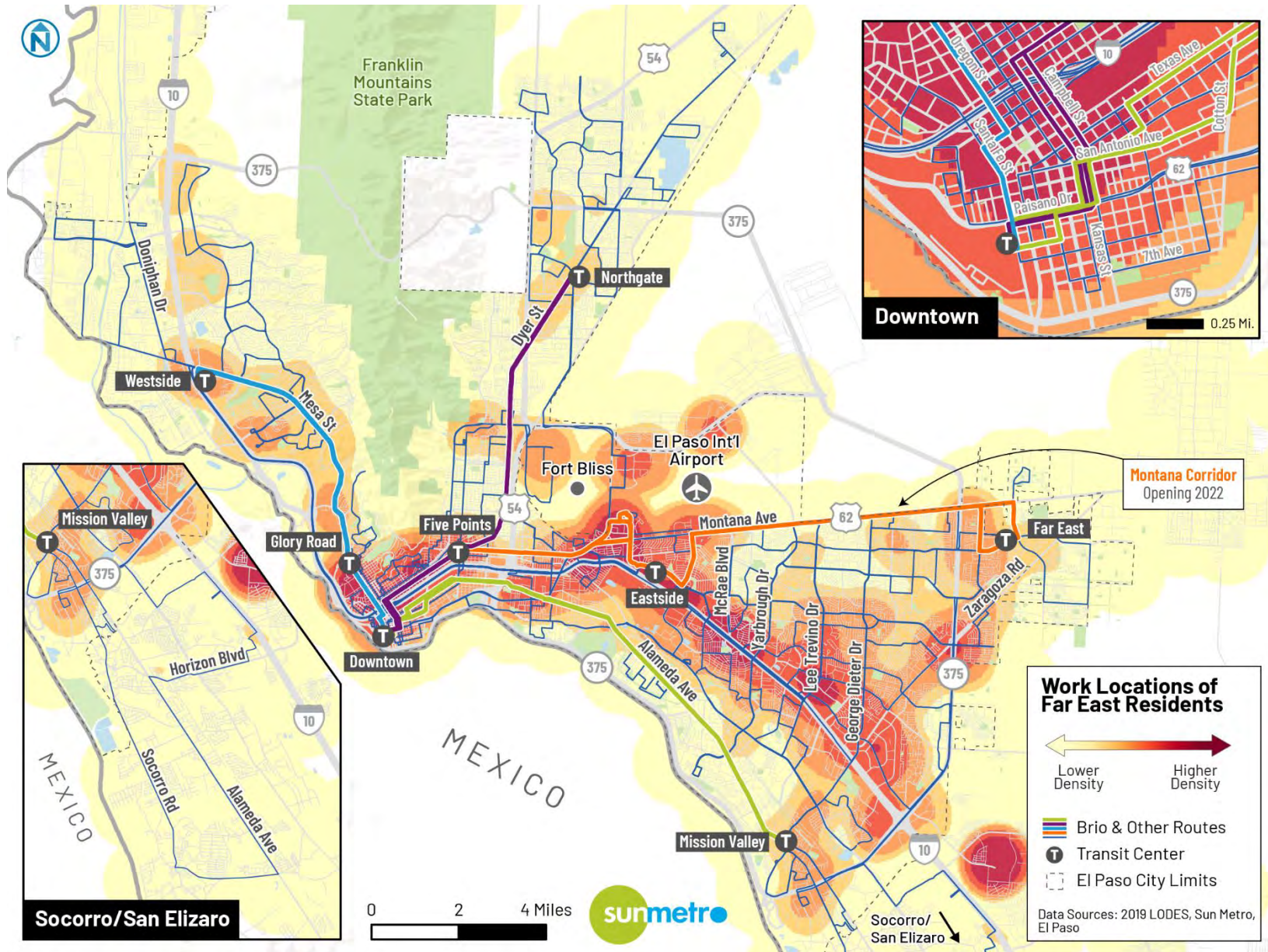
Work locations of Northgate area residents

Northgate area residents are employed across El Paso, with concentrations around the El Paso International Airport, Downtown El Paso, Central El Paso, along Gateway Blvd in East El Paso, in the area surrounding the Westside Transit Center, in the northwest corner of Ft. Bliss, and near El Paso Community College's Transmountain Campus.



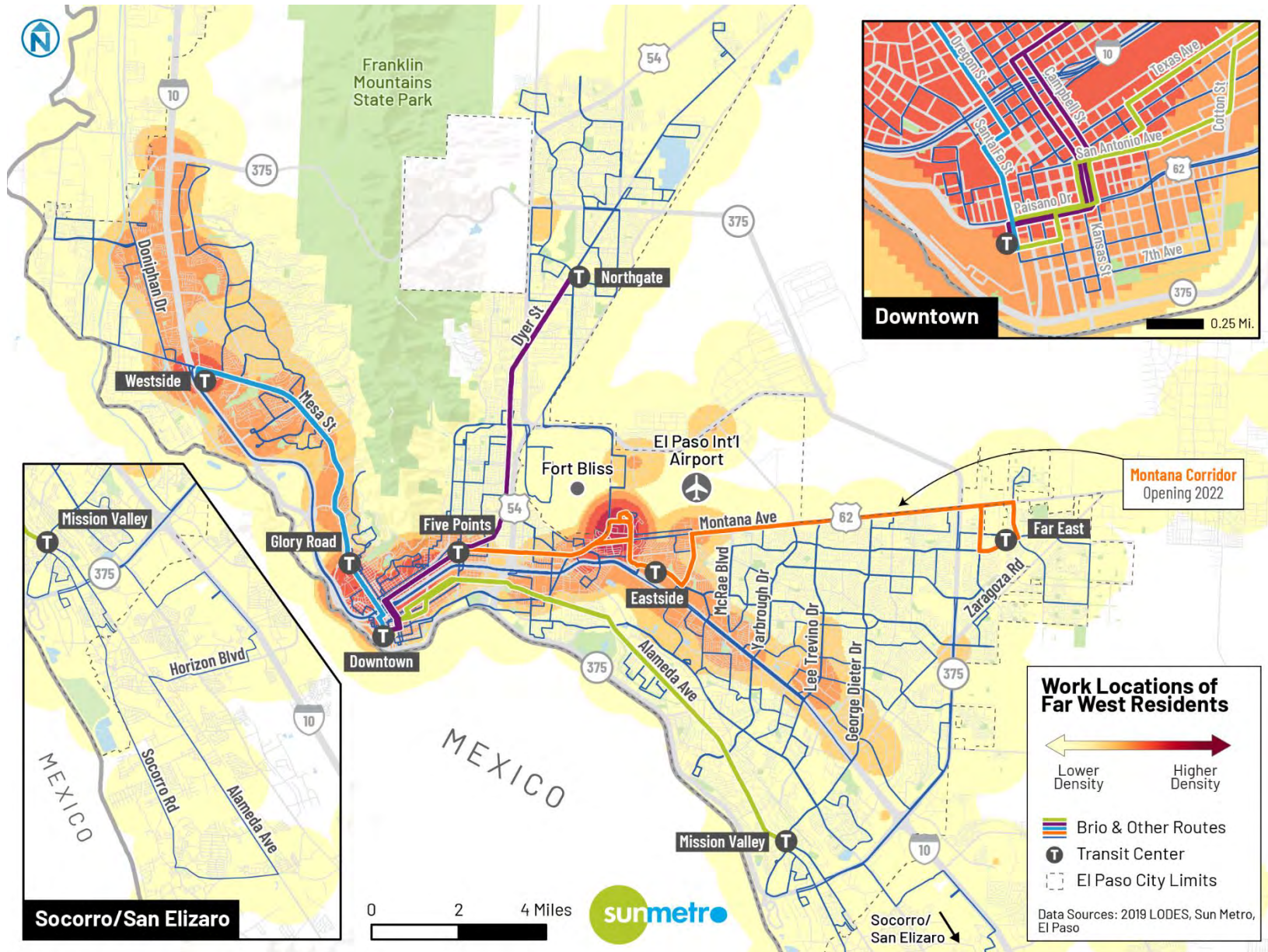
Work locations of Far East area residents

For Far East area residents, areas of high employment density include Downtown El Paso, Central El Paso, the El Paso International Airport, and in jobs located along Gateway Blvd in East El Paso. Additionally, a large concentration of Far East area residents find employment near the intersection of Zaragoza Rd and Joe Battle Blvd, in the area surrounding the Westside Transit Center, and in El Paso County, near Sparks and Horizon City.



Work locations of Far West area residents

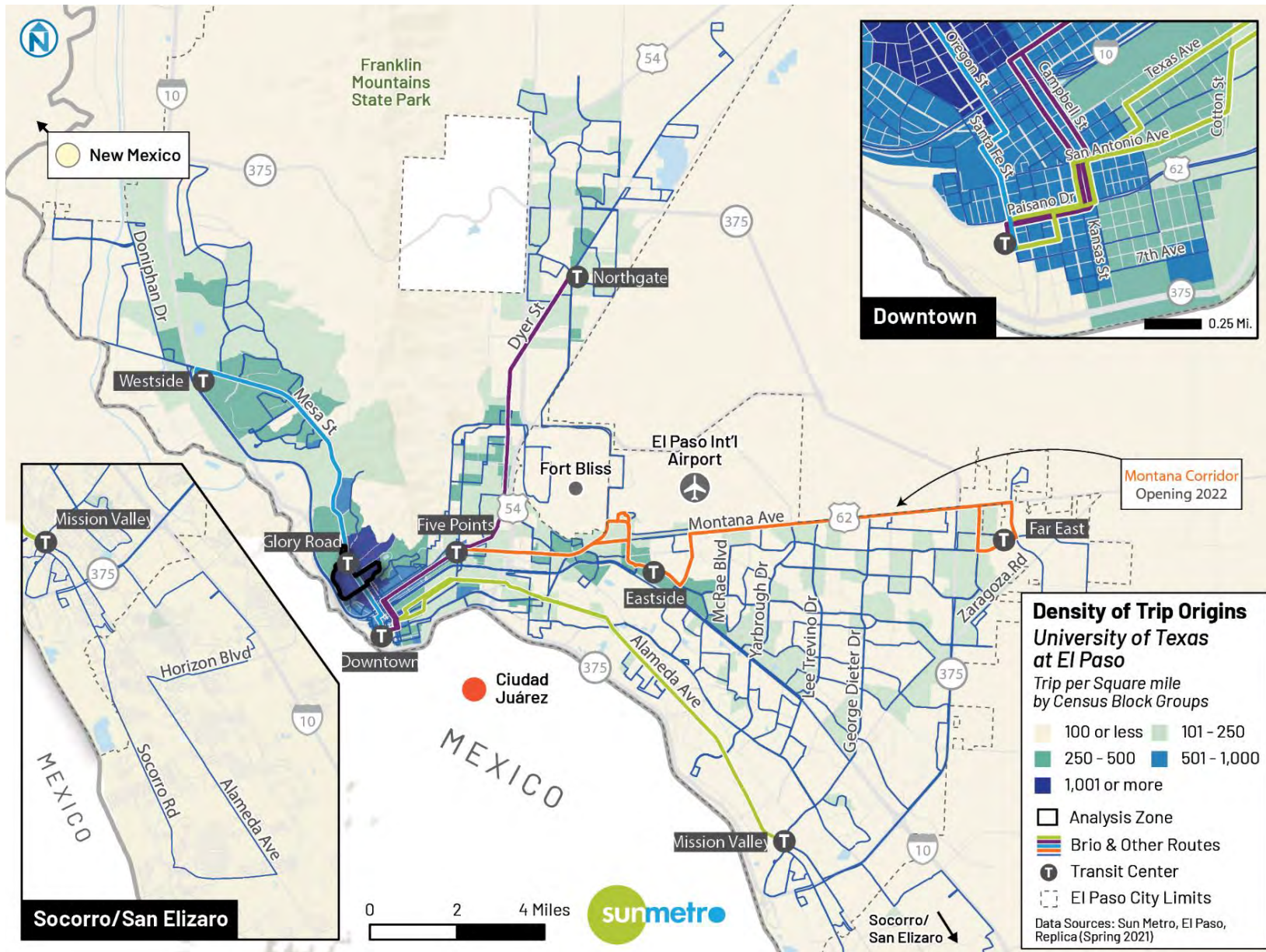
Though not a concentrated employment center for much of El Paso, Far West residents naturally have higher employment densities within Northwest El Paso itself. The area surrounding the Westside Transit Center is the hub of this employment. However, people living in the Far West have the highest employment concentration in Downtown El Paso, Central El Paso, and the El Paso International Airport area. A smaller concentration of Far West residents also work along Gateway Blvd in East El Paso.



Higher Education

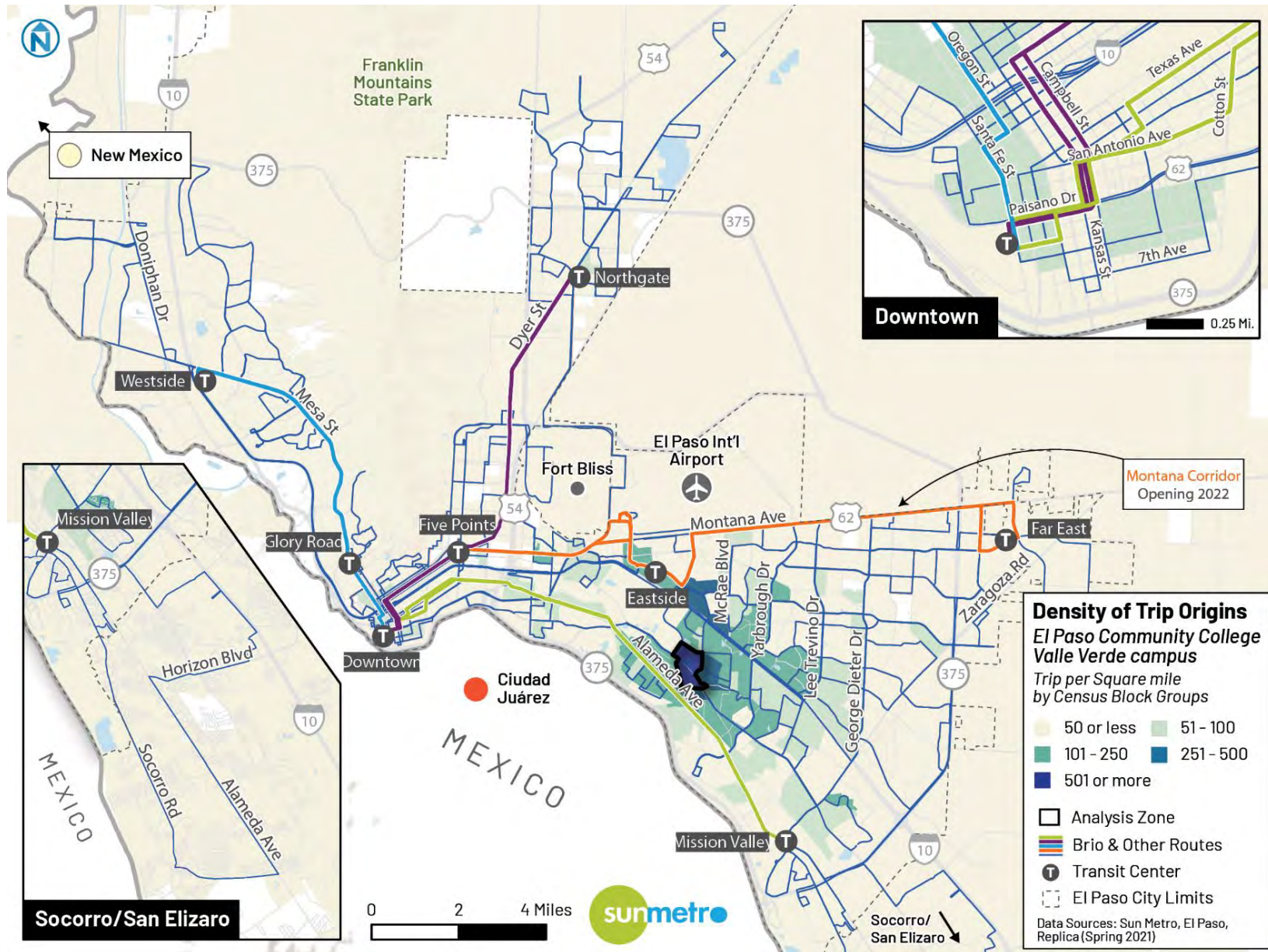
Origins of Trips to University of Texas at El Paso (UTEP)

The highest number of trips to UTEP are originating within two miles of campus, particularly to north along Mesa St and Stanton St. Moderate numbers of trips to UTEP originate farther north along Mesa St, in a contiguous area that includes Mesa Hills Dr, Sunland Park Dr, Westwind Dr, Bartlett Dr, and Resler Dr.



Origins of Trips to El Paso Community College Valle Verde Campus

The highest number of trips to El Paso Community College Valle Verde campus are originating in the vicinity of Acer Ave and Viscount Blvd, an area that includes at least twelve major apartment complexes. Moderate numbers of trips to El Paso Community College Valle Verde campus originate in neighborhoods immediately north of Gateway Blvd between McRae Blvd and Lee Trevino Dr, as well as neighborhoods surrounding campus such as Ranchland to the north, Hacienda Heights to the east, and North Loop to the south.

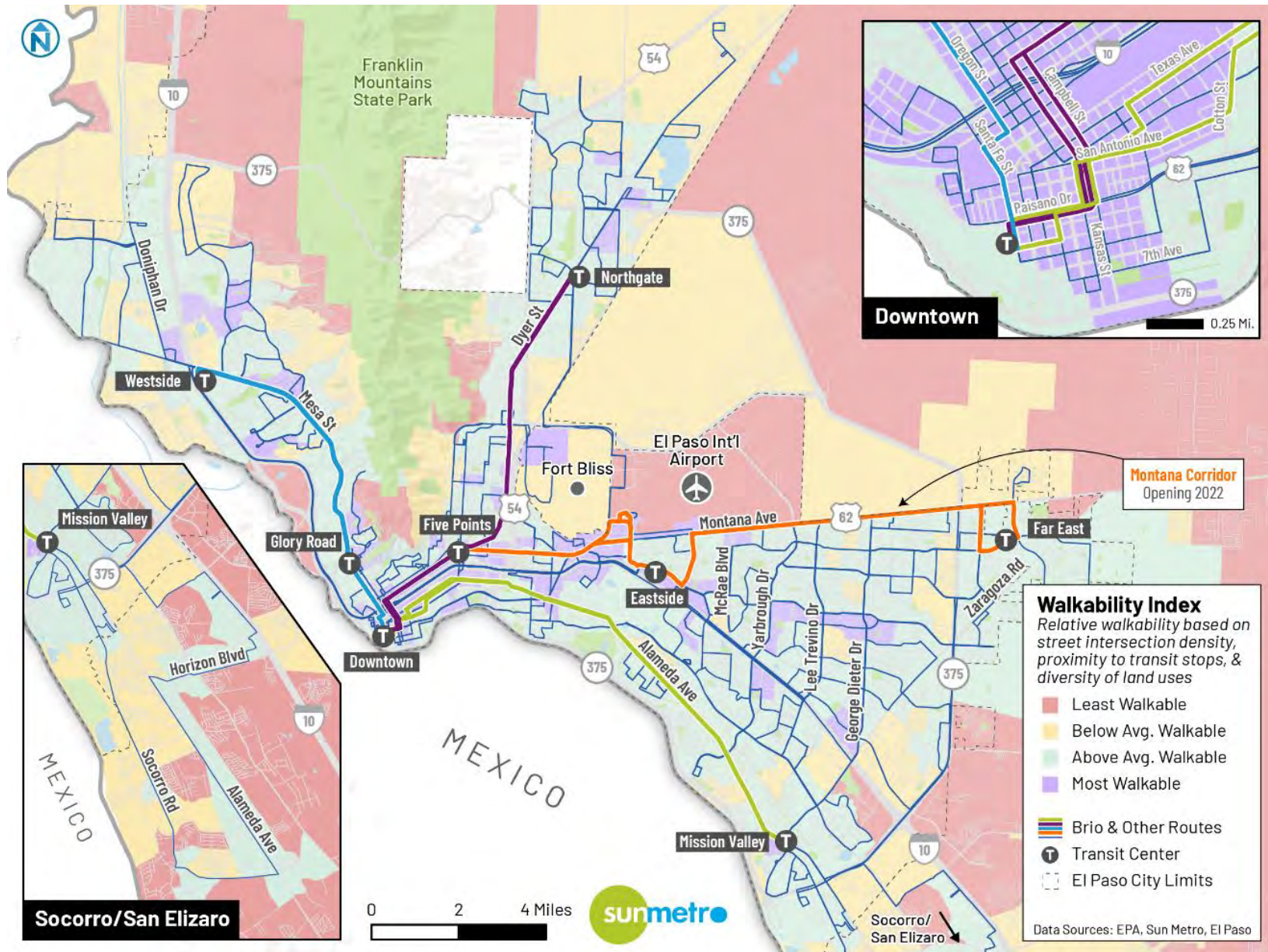


Walkability

Walkability refers to the ability to access transit stops and stations. To measure the walkability of El Paso, it is important to analyze the density of street intersections, proximity to transit stops, and the diverse mix of land uses that are accessible by foot.

The most walkable areas in El Paso include Downtown El Paso, Central El Paso, East El Paso south of Montana Ave, Mission Valley, the neighborhoods in Northwest El Paso closest to Mesa St, the northwestern corner of Ft. Bliss, and the neighborhoods centered around the Eisenhower Apartments in Northeast El Paso.

While these communities represent a large portion of the entire city, there are still some areas in El Paso with limited walkability. The area around the El Paso International Airport, East El Paso north of Mesa St, neighborhoods closest to the Franklin Mountains State Park in Northwest El Paso, Socorro, and San Elizario are some of the locales that feature below average walkability.



7 ROUTE PROFILES

Route profiles detail service and performance characteristics along with maps highlighting ridership hotspots. Existing strengths and potential opportunities for improvement are provided for each route.

Unless otherwise noted, data used in this system summary for route level analysis came from October 2021 Automated Passenger Counting (APC) and Automated Vehicle Location (AV) data.

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205 Mesa

BRIO

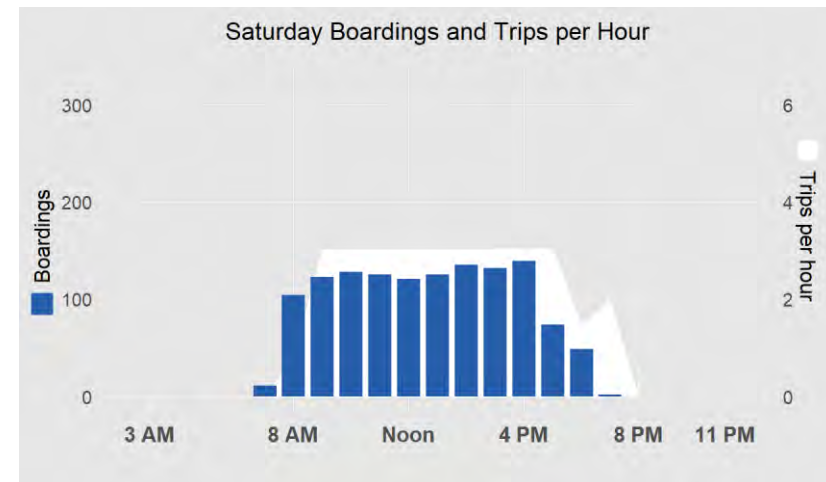
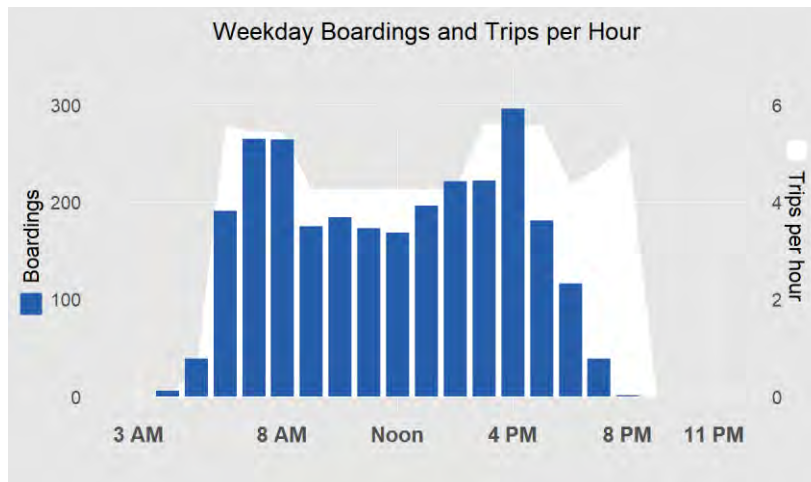
Route 205, or the Mesa BRIO, is a BRT corridor that serves the Downtown, Westside, and Glory Road Transit Centers. Sun Metro introduced Route 205, its first BRIO route, in 2014.

The Mesa BRIO runs every 15 minutes from 5:00 AM to 7:45 PM on weekdays. On Saturdays, service runs every 20 minutes from 8:00 AM to 6:45 PM.

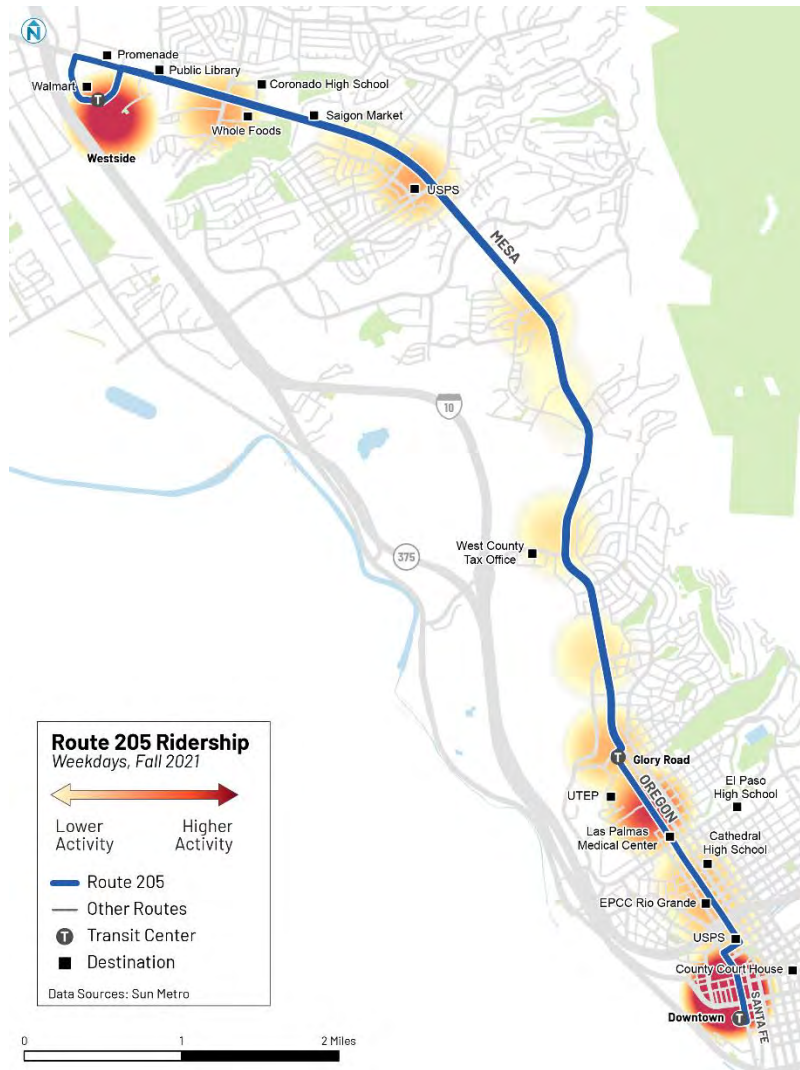
Major destinations along the route include the Downtown Transit Center, El Paso Community College Rio Grande Campus, Las Palmas Medical Center, Providence Hospital Memorial Campus, University of Texas at El Paso, Food King, Walmart Supercenter, and the Westside Transit Center.



Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:00 AM – 7:45 PM	15	8	2,733	29
Saturday	8:00 AM – 6:45 PM	20	4	1,268	31



Ridership Distribution



Strengths

The Mesa BRIO is the highest ridership route and 3rd most productive route, in terms of boardings per hour, in the system.

Route 205 has an average station spacing of 0.7 miles – ideal for a BRT corridor.

Opportunities

The northbound station and Argonaut Drive and southbound station at Montecillo Blvd are approximately ¼ mile apart. Establishing a northbound station in the vicinity of Montecillo Blvd and the adjacent Montecillo Town Center development will be explored in this study.

Routes 10, 14, and 15 provide local-stop service along different segments of Route 205. The next phase of this study will explore opportunities to simplify underlying local service for the Mesa BRIO corridor.

206 Alameda

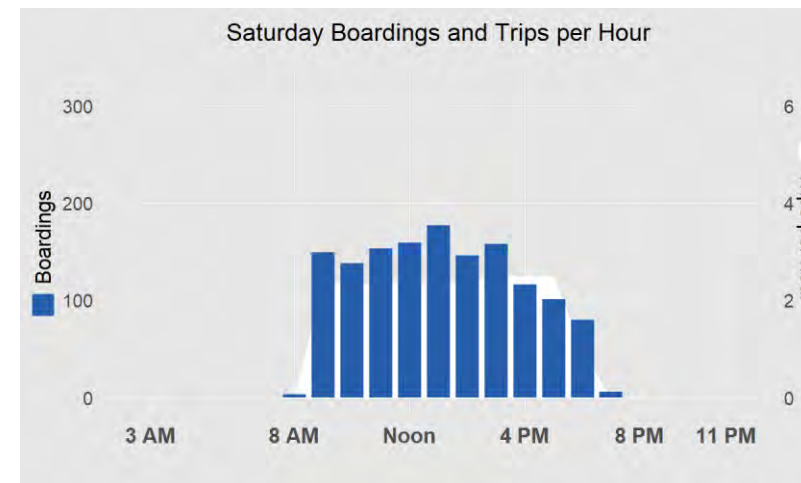
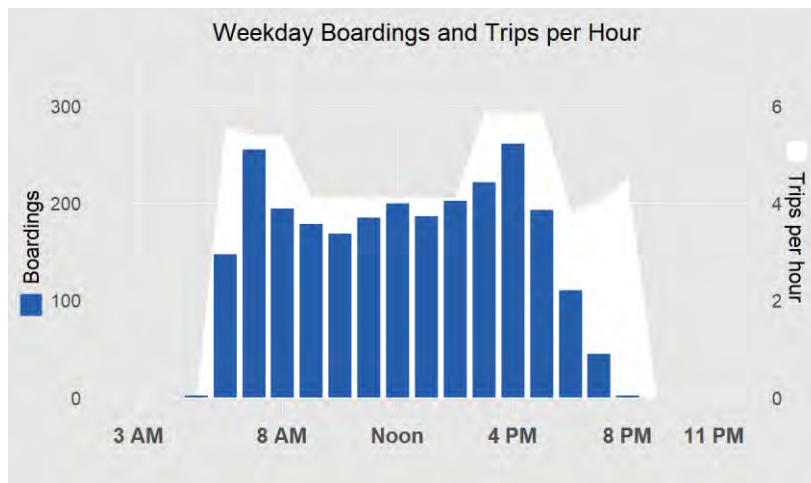
BRIO

Route 206, or the Alameda BRIO, is a BRT corridor that serves the Downtown and Mission Valley Transit Centers. Sun Metro introduced Route 206 in March 2019. A mid-route deviation to Five Points Transit Center was discontinued in November 2021.

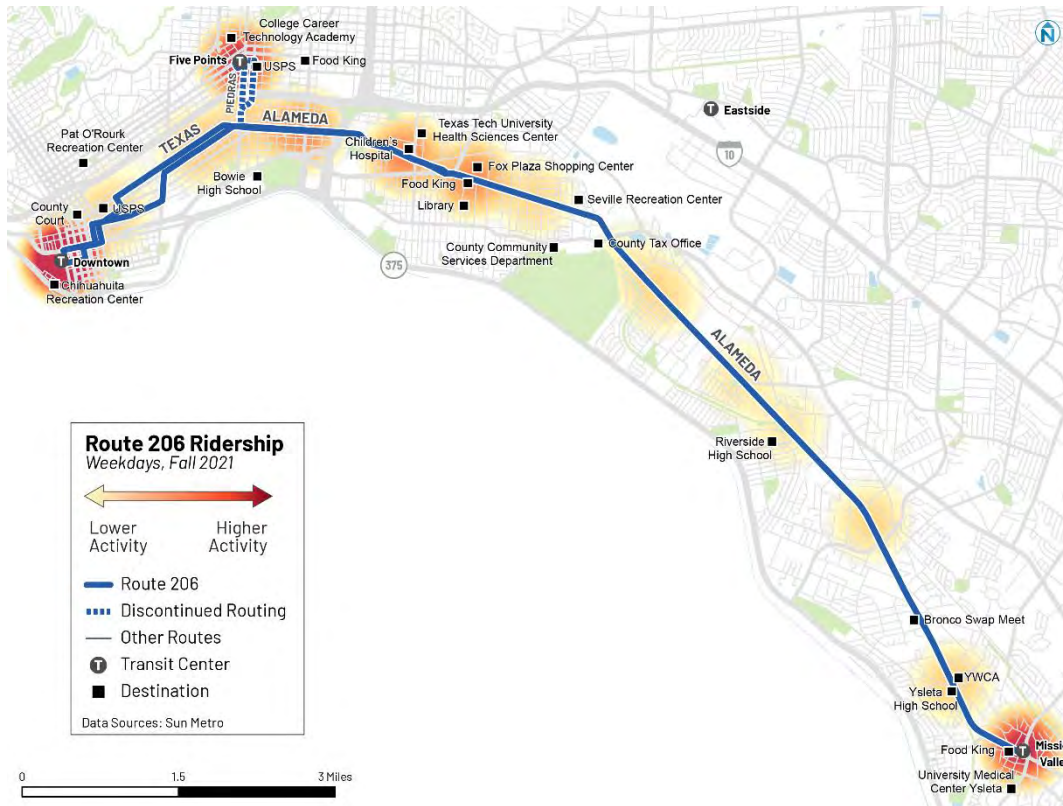
The Alameda BRIO runs every 15 minutes from 6:00 AM to 7:30 PM on weekdays. On Saturdays, service runs every 25 minutes from 8:00 AM to 6:00 PM.

Major destinations along the route include the Downtown Transit Center, University Medical Center, Food King, Fox Plaza Shopping Center, Riverside High School, Ysleta High School, and Mission Valley Transit Center.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	6:00 AM – 7:30 PM	15	9	2,548	26
Saturday	8:00 AM – 6:00 PM	25	4	1,385	37



Ridership Distribution



Strengths

The Alameda BRIO is the 3rd highest ridership route and 4th most productive route in the system.

The recent discontinuation of the deviation to Five Points Transit Center reduces travel times for most Alameda BRIO riders.

The Alameda BRIO has an average station spacing of 0.9 miles – ideal for a BRT corridor.

Opportunities

High ridership productivity on Saturdays indicates a need for more frequent service on Saturday.

Saturday evening ridership also indicates the need for later service.

The Alameda BRIO has a 1.7-mile gap between stations at Yarbrough Dr and Davis Dr. The need and viability for infill stations at Alameda Ave and Whittier Dr will be explored in the next phase of this study.

Routes 61, 62, 64, 65, and 66 provide local-stop service along different segments of the Alameda BRIO corridor. The next phase of this study will explore opportunities to simplify underlying local service for the Alameda BRIO corridor.

207 Dyer

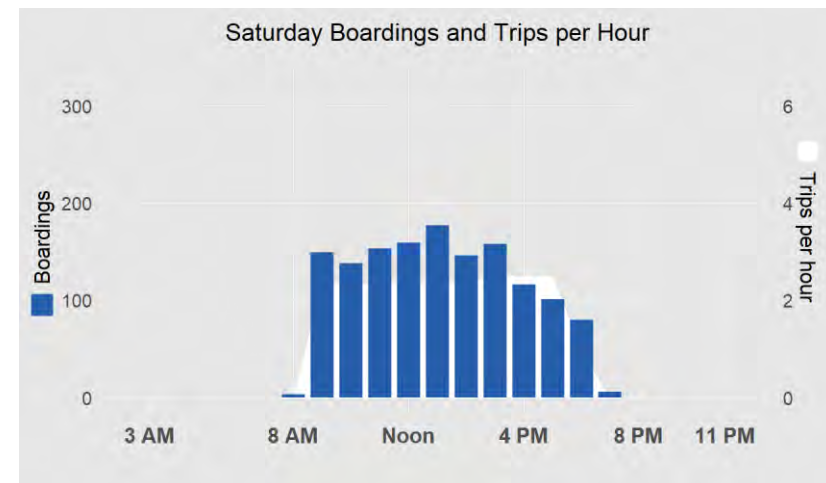
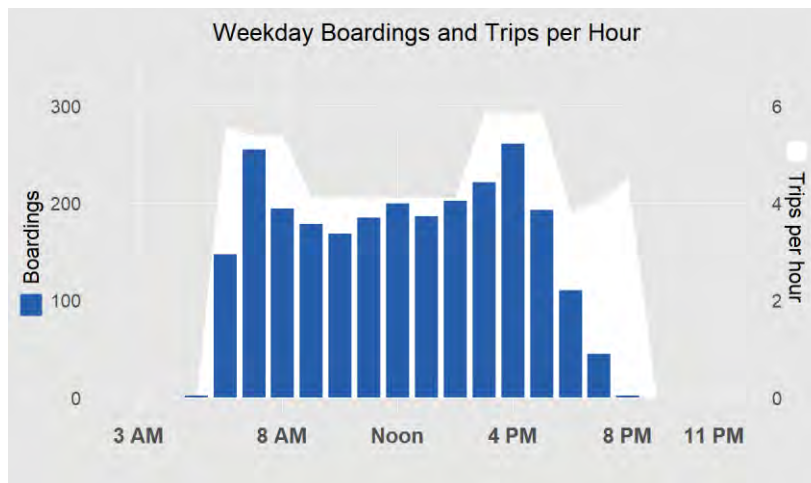
BRIO

Route 207, or the Dyer BRIO, is a BRT corridor that serves the Downtown, Five Points, and Northgate Transit Centers. Sun Metro introduced Route 207 in March 2019.

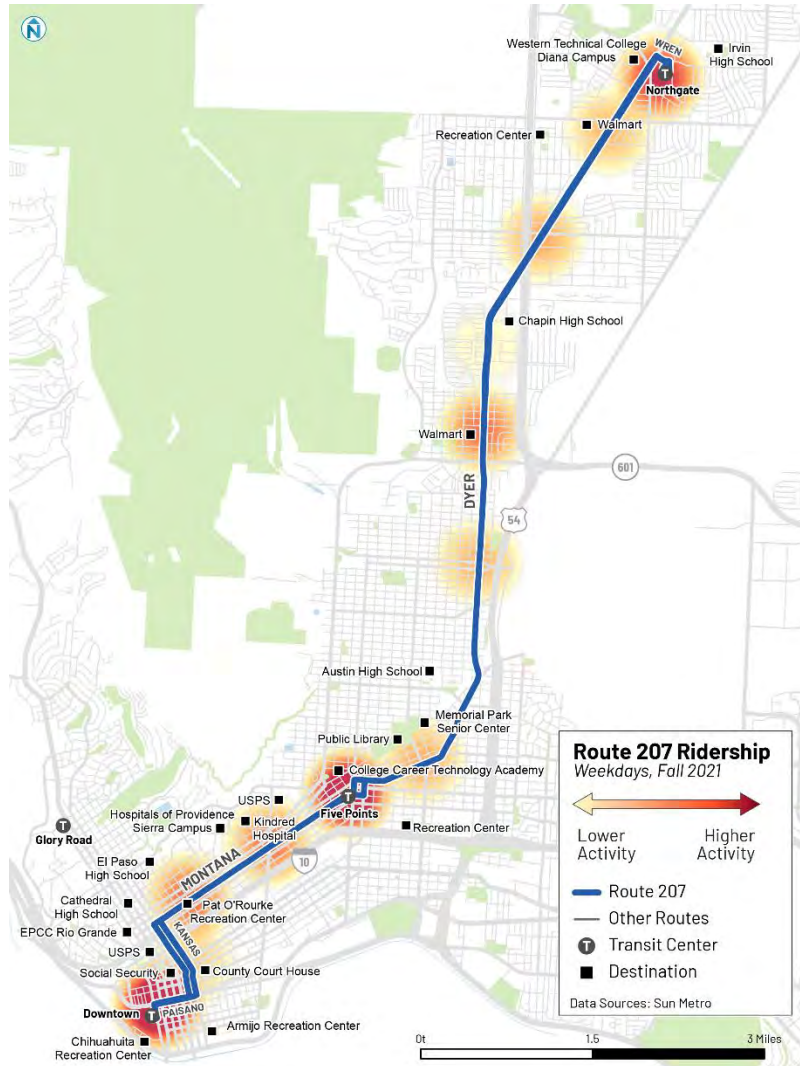
The Dyer BRIO runs every 15 minutes from 6:00 AM to 8:00 PM on weekdays. On Saturdays, service runs every 20 minutes from 9:00 AM to 6:45 PM.

Major destinations along the route include the Downtown Transit Center, Five Points Transit Center, Walmart Supercenter, and Northgate Transit Center.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	6:00 AM – 8:00 PM	15	10	2,609	23
Saturday	9:00 AM – 6:45 PM	20	4	1,209	31



Ridership Distribution



Strengths

The Dyer BRIO is the 2nd highest ridership route and 5th most productive route in the system.

The Dyer BRIO is unique in that it serves three major transit centers.

The Dyer BRIO has an average station spacing of 1.0 miles.

Opportunities

High ridership productivity on Saturdays indicates a need for more frequent service on Saturday. Saturday evening ridership also indicates the need for later service.

Stations at Copia St and Van Buren Ave are nearly 2 miles apart. Angel's Triangle and Hayes Ave are both densely populated areas, yet are beyond walking distance of Dyer BRIO stations. The need and viability for infill BRIO stations will be explored in the next phase of this study.

Route 35 and 36 provide underlying local-stop service along much of the Dyer BRIO, however, Route 35 does not serve Pershing Dr south of Sacramento Ave, resulting in a ½-mile gap of local service north of Altura Ave.

The next phase of this study will explore opportunities to improve integration between the Dyer BRIO, proposed Montana BRIO, and local routes 33, 34, 35, 36, 37 and 50.

Route 2 Five Points

Local

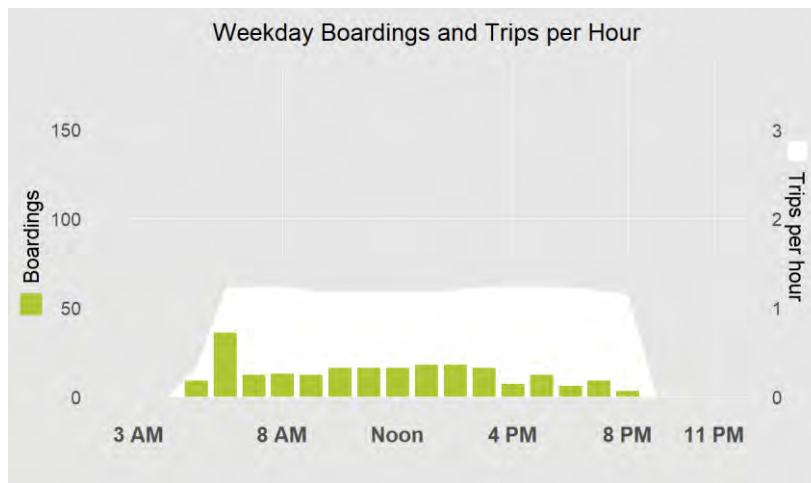
Route 2 provides local service that connects Downtown and Five Points Transit Centers.

Introduced in August 2020, Route 2 runs every 50 minutes between 5:45 AM and 8:45 PM, Monday through Saturday.

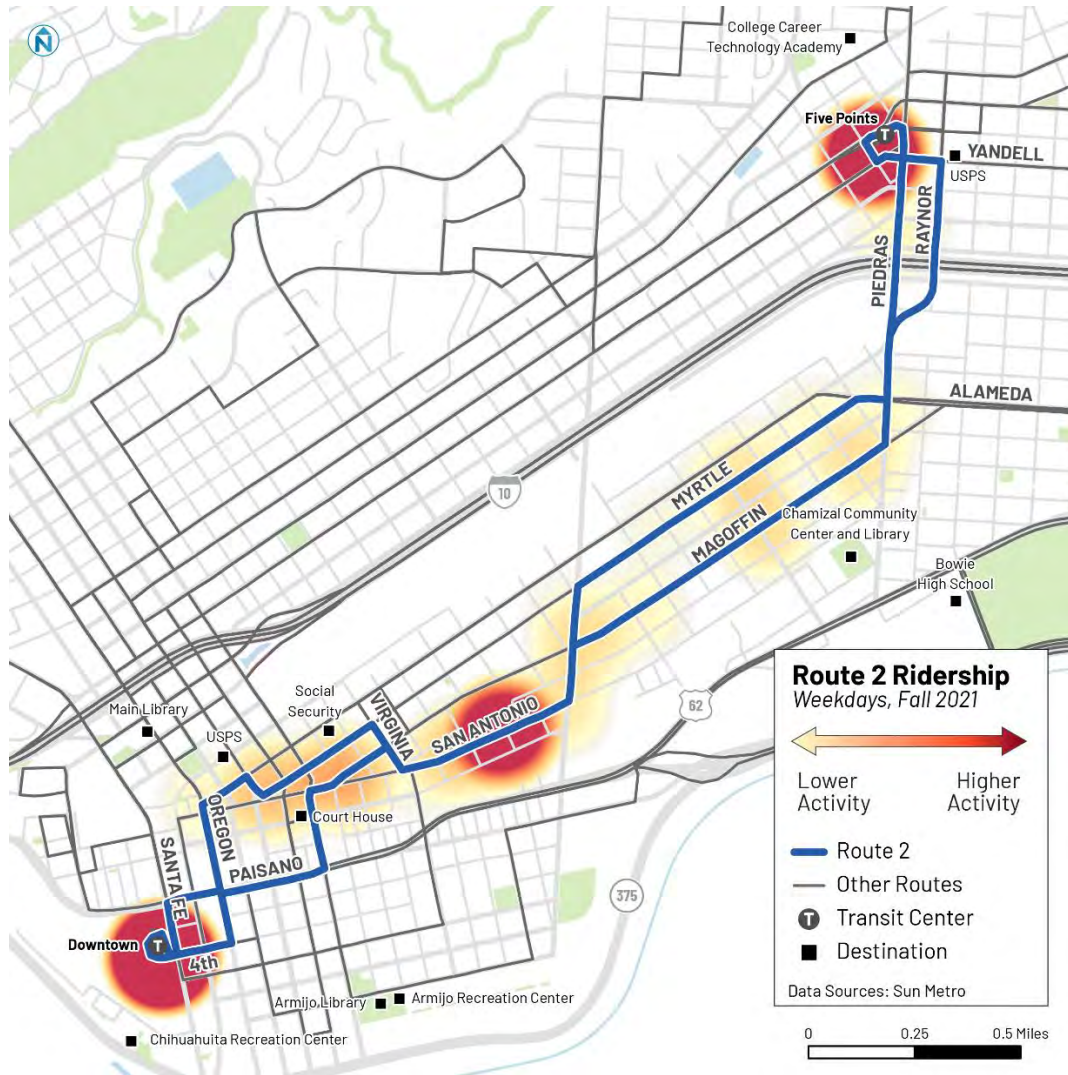
Ridership activity is concentrated at both ends of the end, as well the Sun Plaza high rise residential tower.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:45 AM – 8:45 PM	50	1	194	13.0
Saturday*	5:45 AM – 8:45 PM	50	1	N/A	N/A

*Saturday ridership data was unavailable for this route.



Ridership Distribution



Strengths

With the discontinuation of the Alameda BRIO's deviation to Five Points Transit Center, Route 2 provides a vital link for the Chazimal neighborhood.

Opportunities

Route 2 has strong ridership for a recently implemented route. Adding a second bus to the route would improve the frequency to every 30 minutes or better.

Route 4 Union Plaza

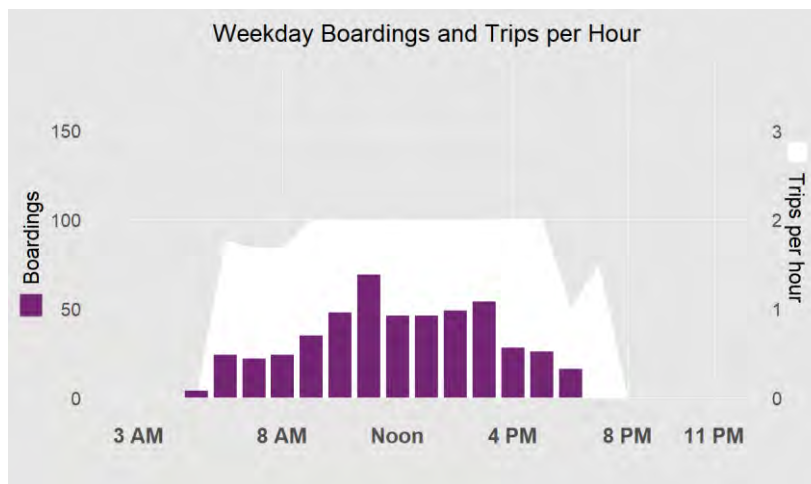
Circulator

Route 4 is a circulator service that is anchored at the Downtown Tranter Center. Route 4 runs every 30 minutes from 6:15 AM to 7:15 PM on weekdays. On Saturdays, Route 4 runs hourly from 8:15 AM to 7:15 PM.

Ridership is high along the entire 6.8-mile route, most notably at the Downtown Transit Center, Government District, El Centro, Alamito Terrace, and Sun Plaza.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	6:15 AM - 7:15 PM	30	2	491	19.7
Saturday*	8:15 AM - 7:15 PM	60	1	N/A	N/A

*Saturday ridership data was unavailable for this route.



Ridership Distribution



Strengths

Route 4 is the 8th highest ridership and 7th most productive route in the system

Route 4 providing a first and last mile connection to the Downtown Transit Center.

Opportunities

Route 4 has an indirect alignment throughout downtown with many turning movements, resulting in a low speed and long travel times for riders.

Streamlining circulator service downtown would likely yield significant ridership gains.

Route 5 Far East/Eastside Terminal

Express

Route 5 provides express service connecting Eastside Transit Center, Mission Valley Transit Center, and future Far East Transit Center. Route 5 makes three additional stops: Montana & Lorne, Alameda & Americas, Tierra Este & Pebble Hills.

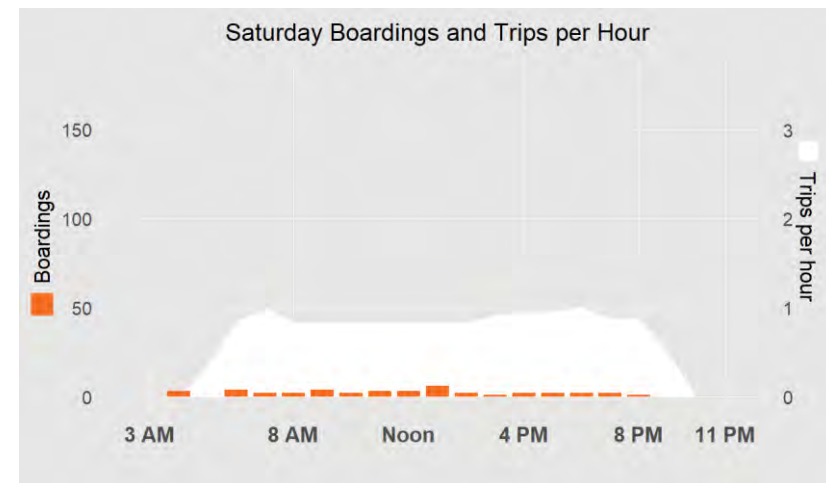
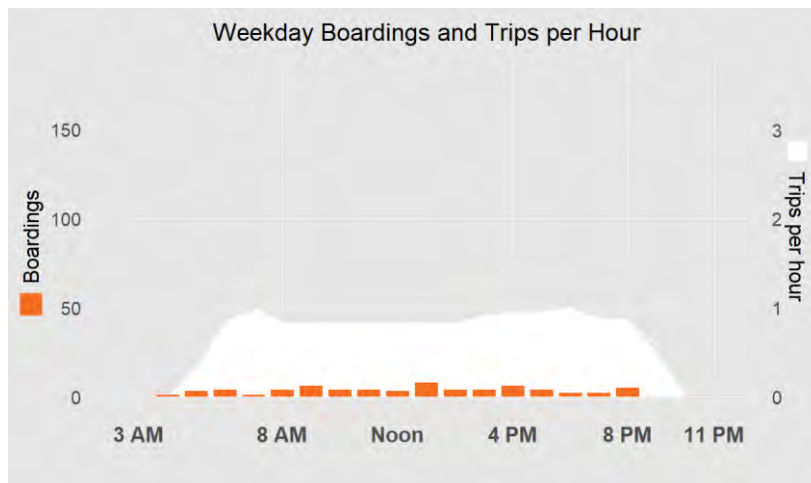
Route 5 operates counterclockwise along Gateway Blvd, Zaragoza Rd, Alameda Ave, Joe Battle Blvd, Montana Ave, and Hawkins Ave.

Route 5 runs every 75 minutes from 5:00 AM to 9:15 PM, Monday through Saturday.

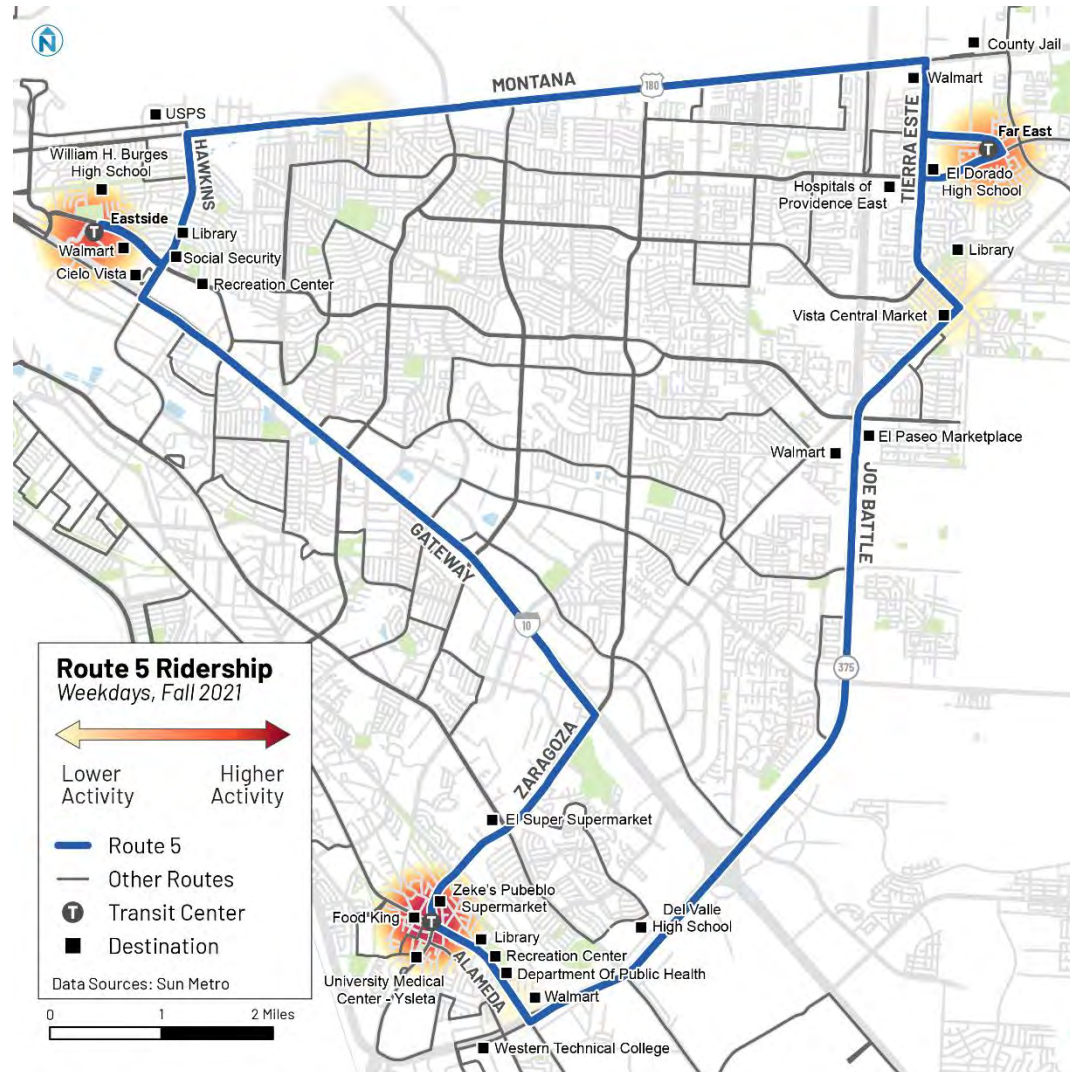
Route 5 operates in the opposite direction of Route 6. Funding for Routes 5 and 6 is secured by the El Paso Metropolitan Planning Organization through 2023.



Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:00 AM – 9:15 PM	75	1	44	2.7
Saturday	5:00 AM – 9:15 PM	75	1	17	1.0



Ridership Distribution



Strengths

Route 5 provides a quick, one-seat ride between two major transit centers – Eastside and Mission Valley.

Sun Metro uses a lower-capacity cutaway bus to operate Route 5.

Opportunities

Route 5 is infrequent with service running every 75 minutes.

While ridership and productivity are low on Routes 5 and 6, both are in a stage of maturation and are likely to increase when the Far East Transit Center opens.

Route 6 Far East/ Mission Valley

Express

Route 6 provides express service that connects the Eastside Transit Center, Mission Valley Transit Center, and future Far East Transit Center. Route 6 makes three additional stops: Montana & Lorne, Alameda & Americas, Tierra Este & Pebble Hills.

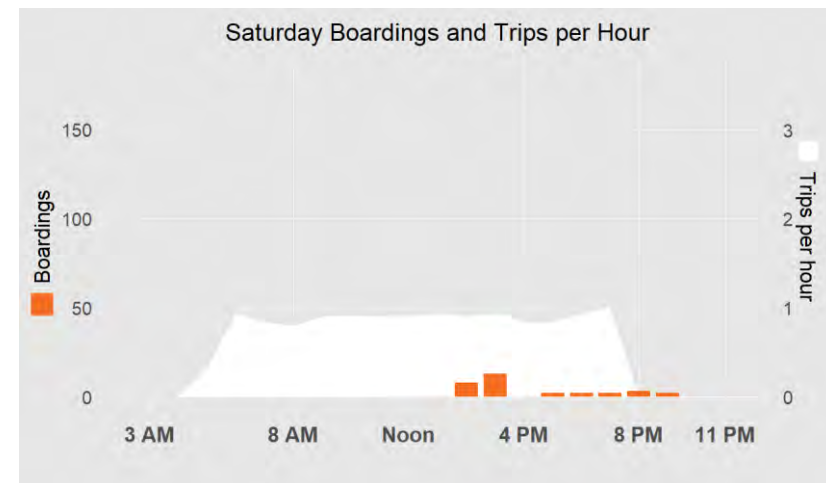
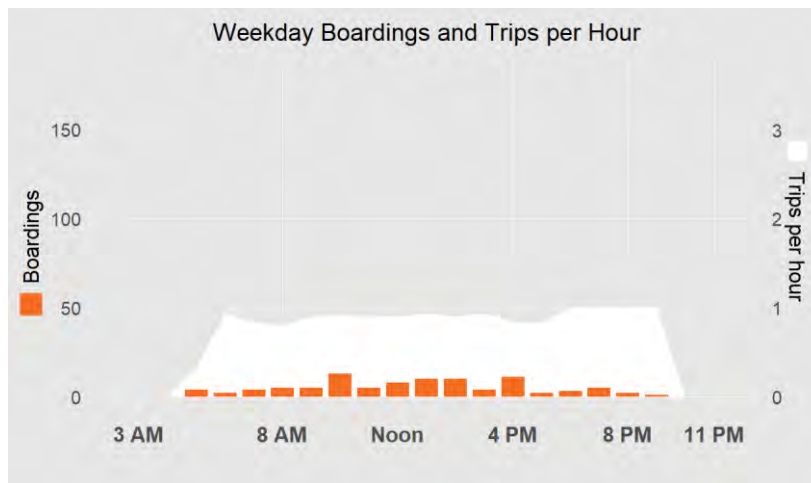
Route 6 operates clockwise along Montana Ave, Joe Battle Blvd, Alameda Ave, Zaragoza Rd, North Loop Dr, Lee Trevino Dr, Gateway Blvd, and Hawkins Ave.

Route 6 runs every 75 minutes from 5:30 AM to 9:45 PM, Monday through Saturday.

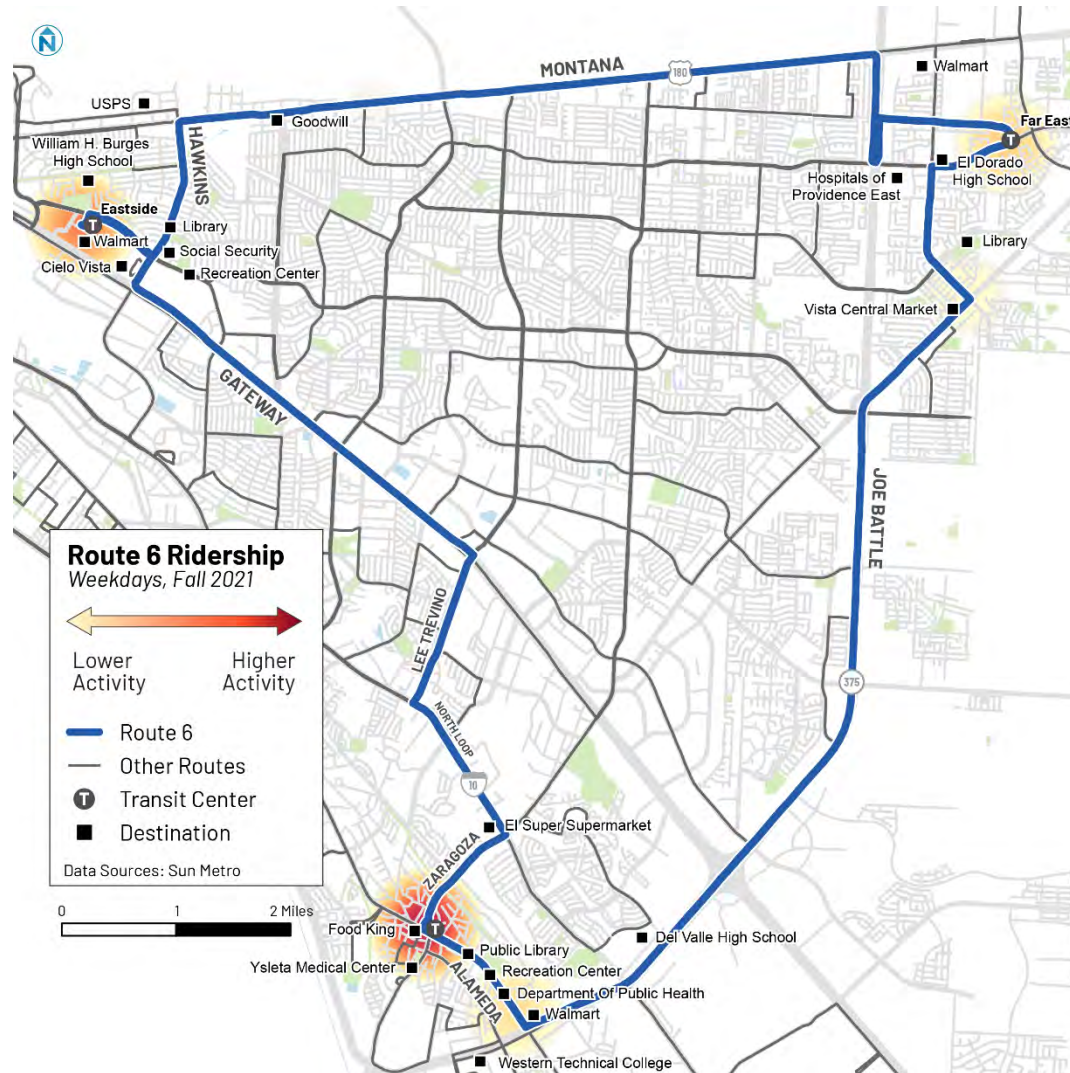
Route 6 operates in the opposite direction of Route 5. Funding for Routes 5 and 6 is secured by the El Paso Metropolitan Planning Organization through 2023.



Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:30 AM – 9:45 PM	75	1	34	2.1
Saturday	5:30 AM – 9:45 PM	75	1	11	0.7



Ridership Distribution



Strengths

Route 6 provides a quick, one-seat ride between two major transit centers – Eastside and Mission Valley.

Sun Metro uses a lower-capacity cutaway bus to operate Route 6.

Opportunities

Route 6 is infrequent with service running every 75 minutes.

While ridership and productivity are low on Routes 5 and 6, both are in a stage of maturation and are likely to increase when the Far East Transit Center opens.

Route 7 Northeast/Eastside Terminal

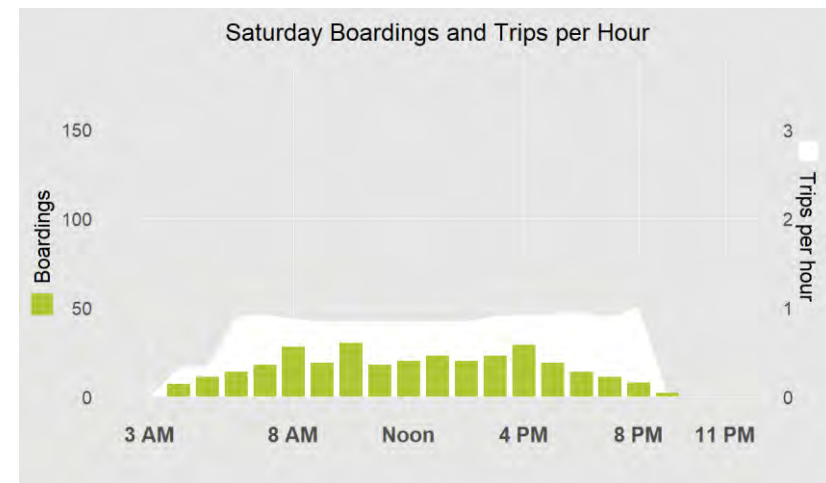
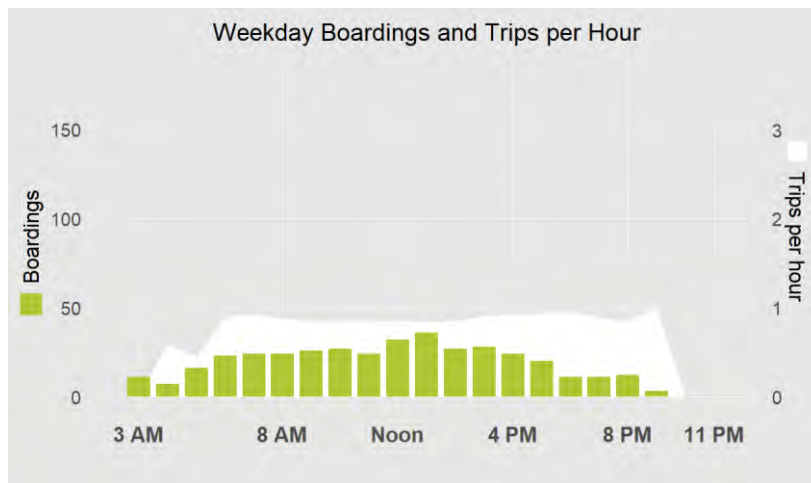
Local

Route 7 is a crosstown local service that runs between the Walmart on Transmountain and EPCC Valle Verde Campus. Route 7 also directly serves the Eastside and Northgate Transit Centers.

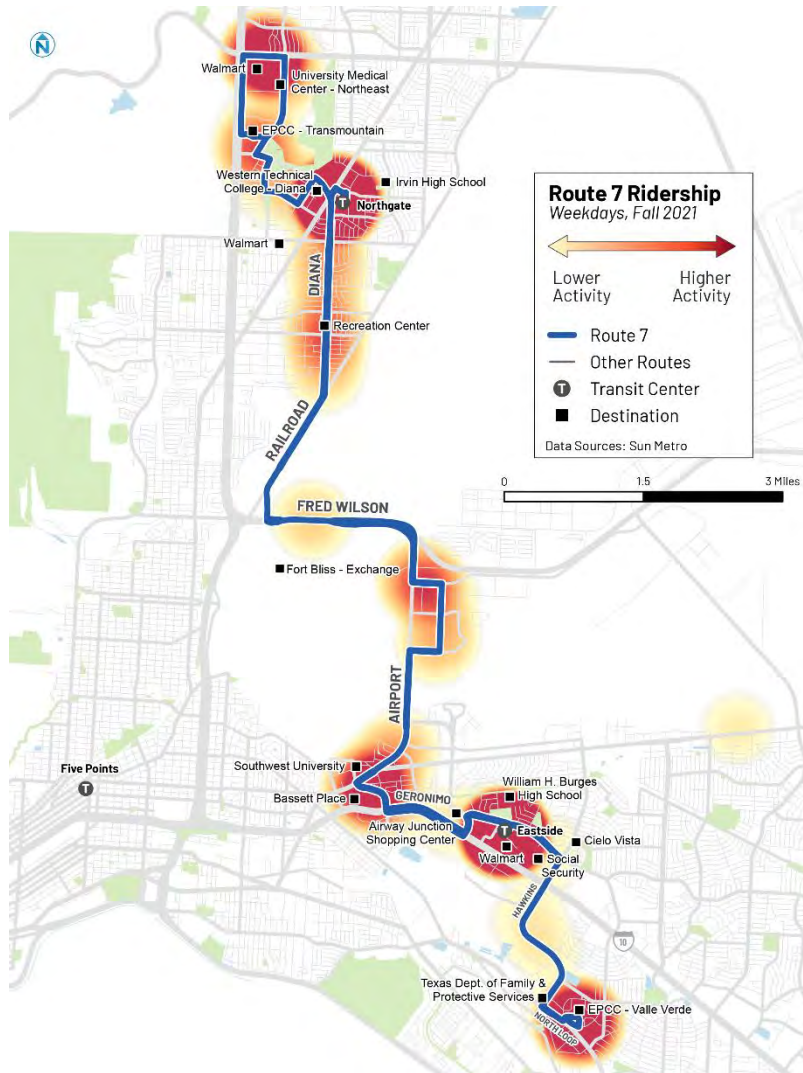
Route 7 runs every 75 minutes from 4:30 AM to 9:00 PM on weekdays. On Saturdays, service runs every 75 minutes from 5:30 AM to 9:15 PM.

Major ridership generators along the route include two Walmart Supercenters, Northgate Transit Center, Texas Department of Criminal Justice Parole Office, Bassett Place Shopping Center, Eastside Transit Center, and El Paso Community College Valle Verde Campus.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	4:30 AM – 9:00 PM	75	2	375	11.6
Saturday	5:30 AM – 9:15 PM	75	2	315	10.3



Ridership Distribution



Strengths

Route 7 is the 10th highest ridership route in the system.

Route 7 connects two El Paso Community College campuses.

Route 7 also provides a relatively direct and fast connection between Northgate and Eastside Transit Centers.

Opportunities

Route 7 is infrequent with service running every 75 minutes.

Route 8 Gateway

Circulator

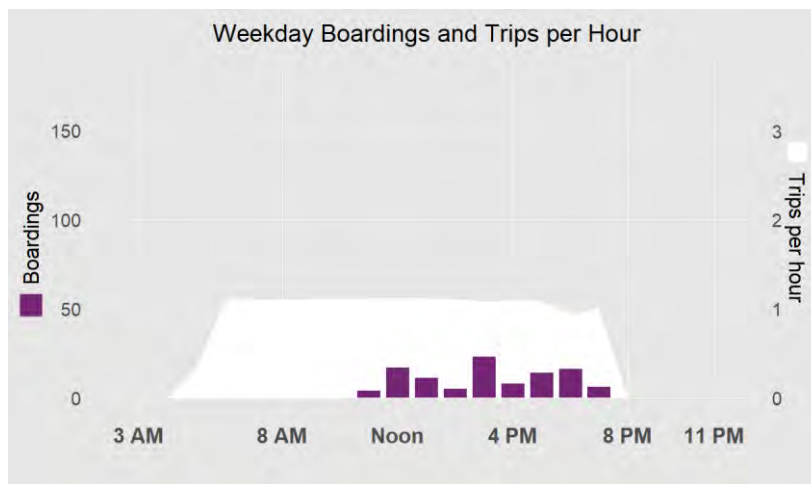
Route 8 is an eastside circulator operating along Gateway Blvd, adjacent to I-10. Route 8 runs hourly from 5:30 AM to 7:45 PM, Monday to Friday, and 5:30 AM to 7:15 PM on Saturdays.

Major destinations along the route include the Eastside Transit Center, Walmart Supercenter, and Social Security.

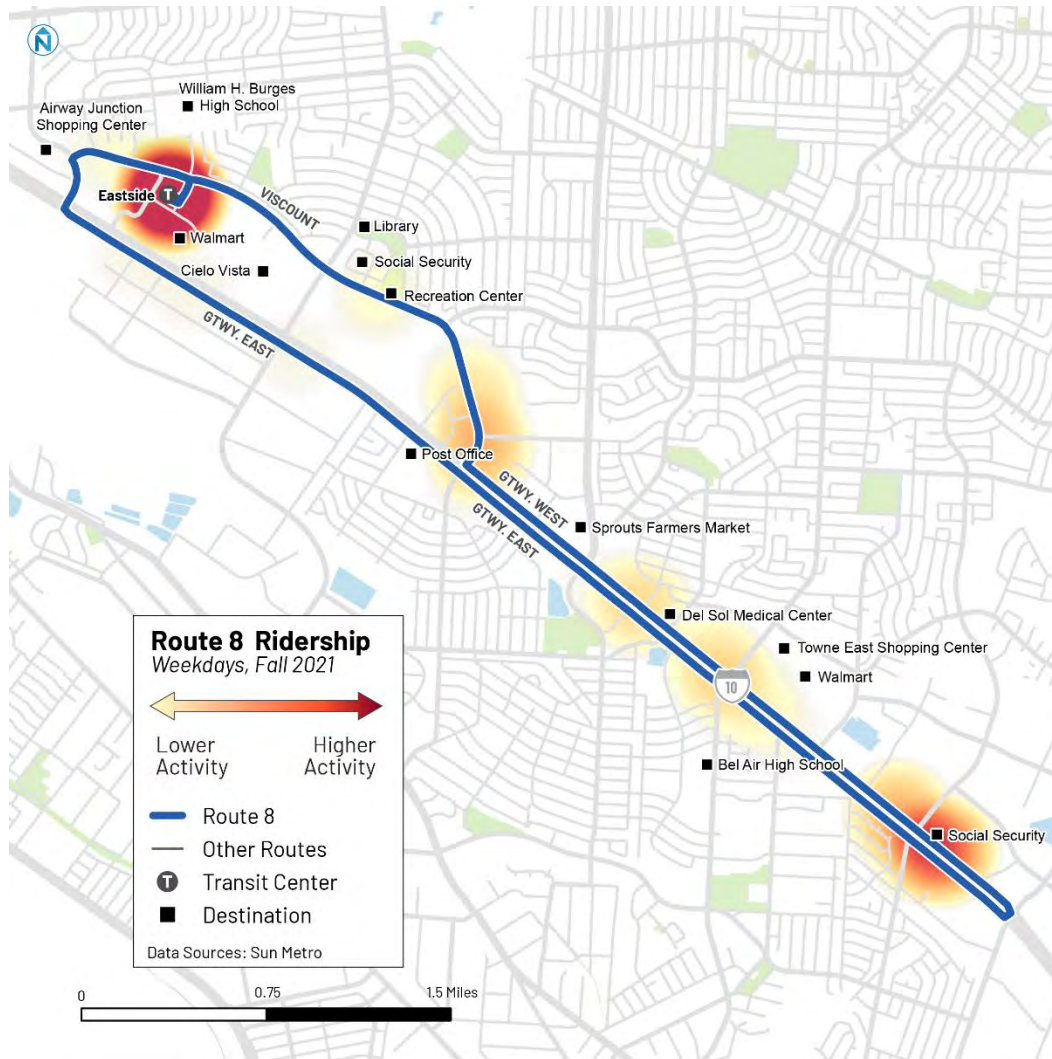
Route 8 was originally introduced August 2020 as an Express route but was later reclassified to a circulator service in December 2020.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:30 AM – 7:45 PM	60	1	74	5
Saturday*	5:30 AM – 7:15 PM	60	1	N/A	N/A

*Saturday ridership data was unavailable for this route.



Ridership Distribution



Strengths

Route 8 links the Eastside Transit Center with the Social Security Administration office and several shopping destinations along the north side of Gateway Blvd between Lee Trevino Dr and Viscount Blvd. The route also serves a cluster of apartments along Viscount Blvd.

Opportunities

Despite its connections and destinations, Route 8 has lower ridership and productivity than most Sun Metro routes.

Challenges of serving Gateway Blvd along I-10 include its one-way operation, high speeds, and numerous highway ramps.

Opportunities to better serve Gateway Blvd destinations on perpendicular streets will be explored during the next phase of this study.

Route 10 Sunset Heights/UTEP

Local

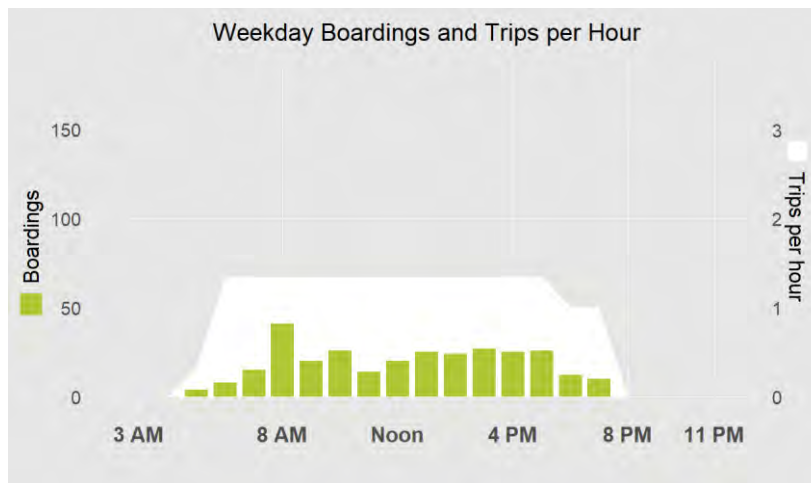
Route 10 provides local service between the Downtown Transit Center, Sunset Heights and UTEP.

Route 10 runs every 45 minutes from 5:45 AM to 7:30 PM on weekdays. On Saturdays, service runs every 45 minutes from 6:30 AM to 7:15 PM.

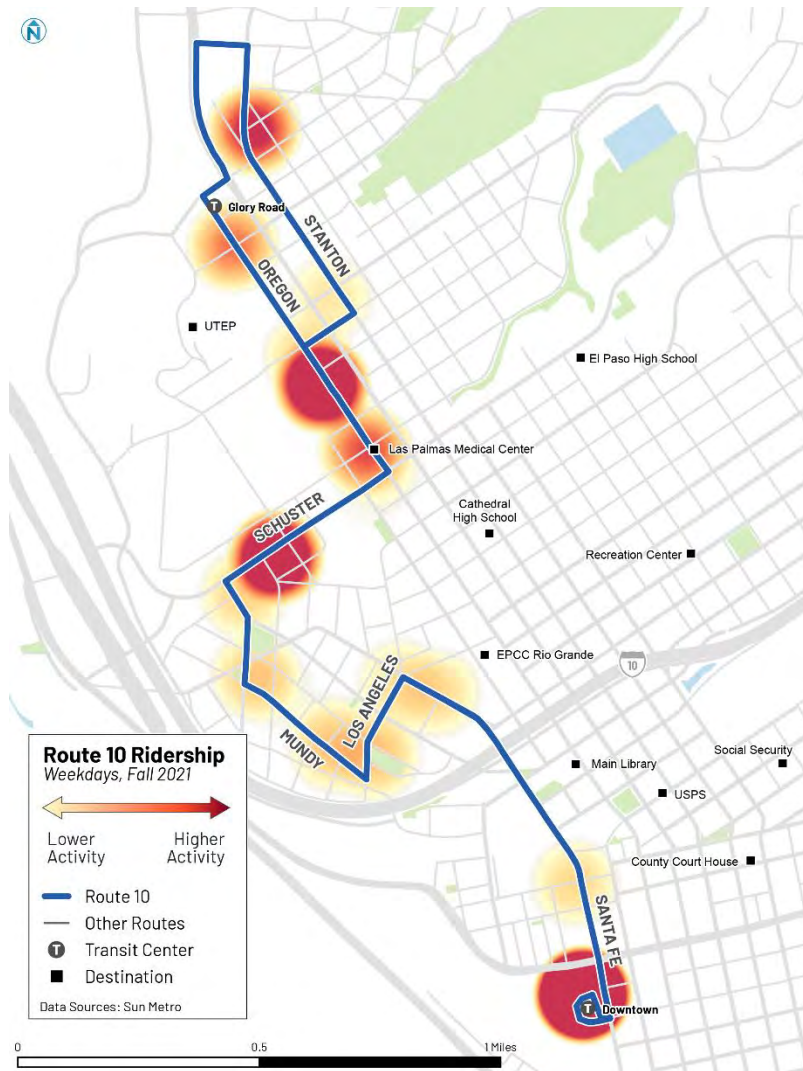
Major destinations along the route include the University of Texas at El Paso, Las Palmas Medical Center, and Providence Memorial Hospital.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:45 AM – 7:30 PM	45	1	289	20.0
Saturday*	6:30 AM – 7:15 PM	45	1	N/A	N/A

*Saturday ridership data was unavailable for this route.



Ridership Distribution



Strengths

Route 10 is the 6th most productive route in the system.

The highest ridership activity occurs at the Downtown Transit center, along the southern edge of UTEP's campus, and at Las Palmas Medical Center.

Opportunities

Aside from serving the Sunset Heights neighborhood and UTEP student housing along Schuster Ave, Route 10 largely duplicates the southern segment of the Mesa BRIO corridor.

The next phase of this study will evaluate opportunities to better integrate Routes 10 and 15 with the Mesa BRIO corridor.

Route 11 Mesita

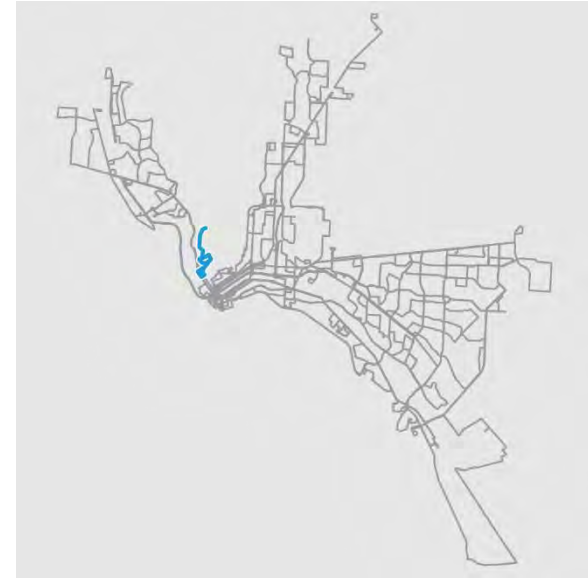
Feeder

Route 11 is a feeder service that runs between the Glory Road Transit Center and the Mission Hills neighborhood north of UTEP.

Route 11 runs every 45 minutes from 7:30 AM to 5:15 PM on weekdays.

Route 11 was discontinued in December 2020 and reactivated in November 2021. Saturday service was discontinued in February 2022.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	7:30 AM – 5:15 PM	45	1	N/A	N/A



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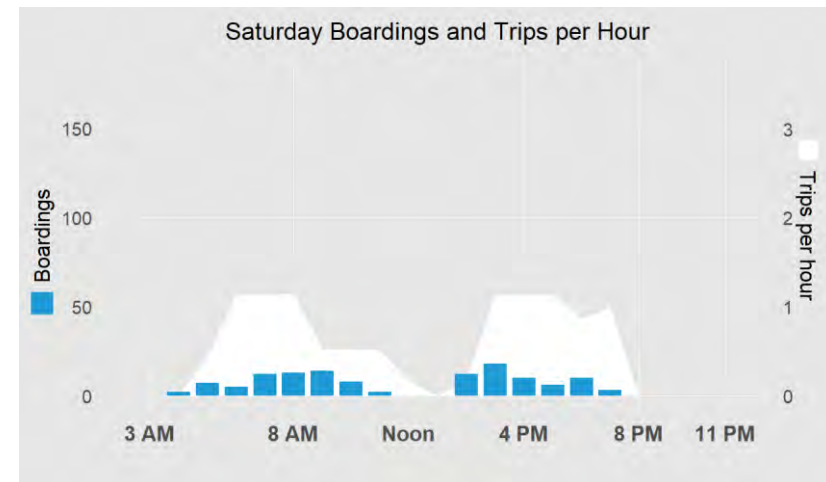
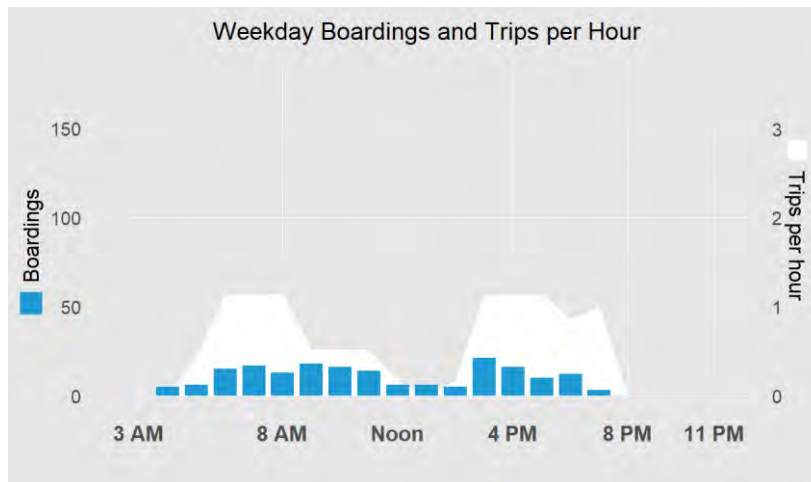
Route 12 Doniphan

Feeder

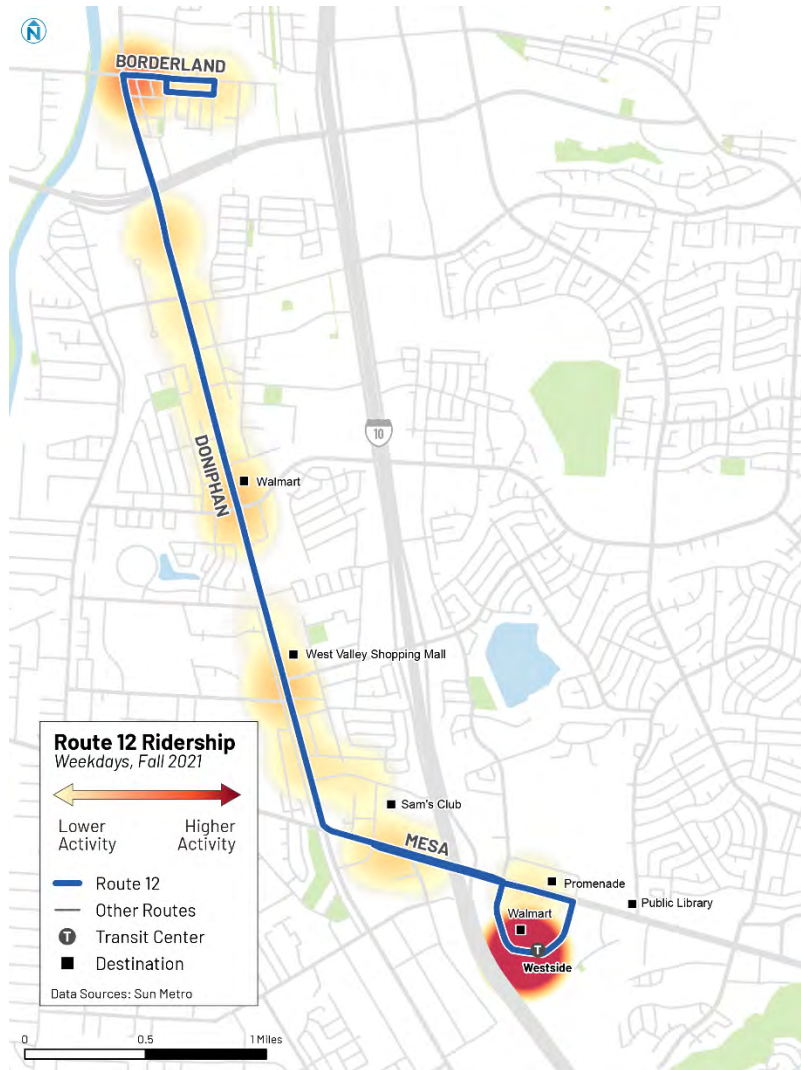
Route 12 is a feeder service connecting the Borderland neighborhood and Doniphan Dr with the Westside Transit Center.

Route 12 runs hourly from 5:00 AM to 8:00 PM, Monday through Saturdays.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:00 AM – 8:00 PM	60	1	96	7.4
Saturday	5:00 AM – 8:00 PM	60	1	75	5.8



Ridership Distribution



Strengths

Route 12 provides feeder direct service from the Borderland neighborhood and Doniphan Dr to the Westside Transit Center.

Opportunities

Route 12 terminates less than 1.5 miles south of El Paso Community College - Northwest Campus and Canutillo High School. Extending service would improve access to these educational institutions.

Route 13 Coronado Hills

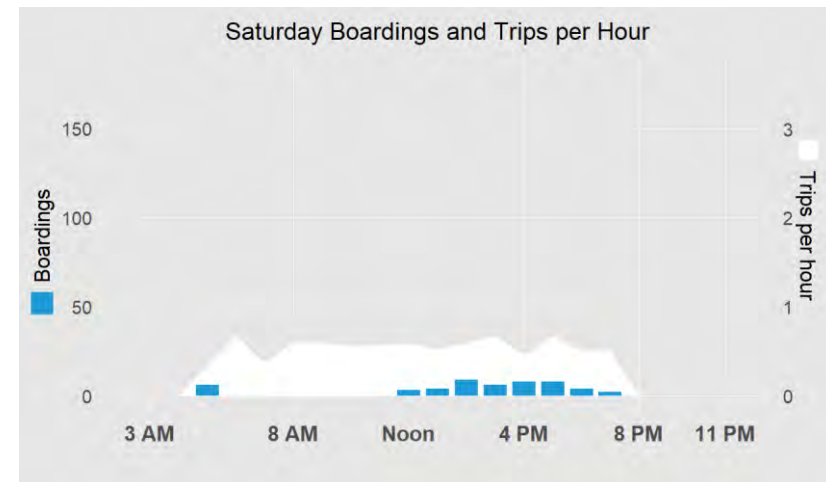
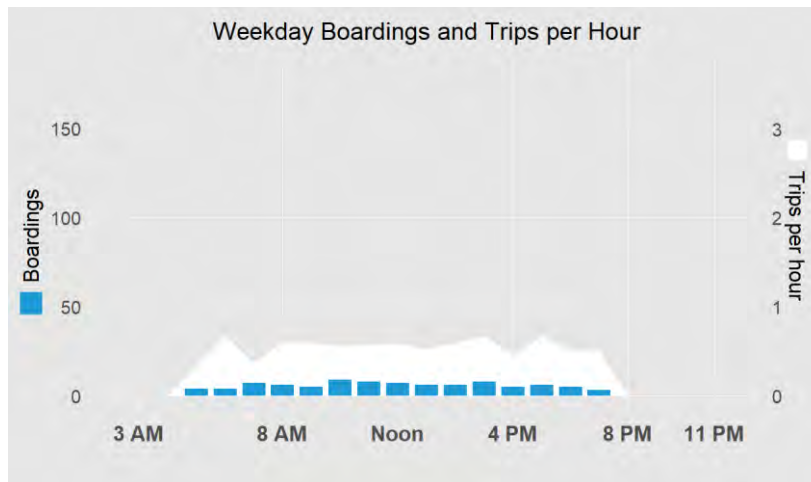
Feeder

Route 13 is a feeder service connecting the Mesa Hills and Coronado Hills neighborhoods with the Westside Transit Center.

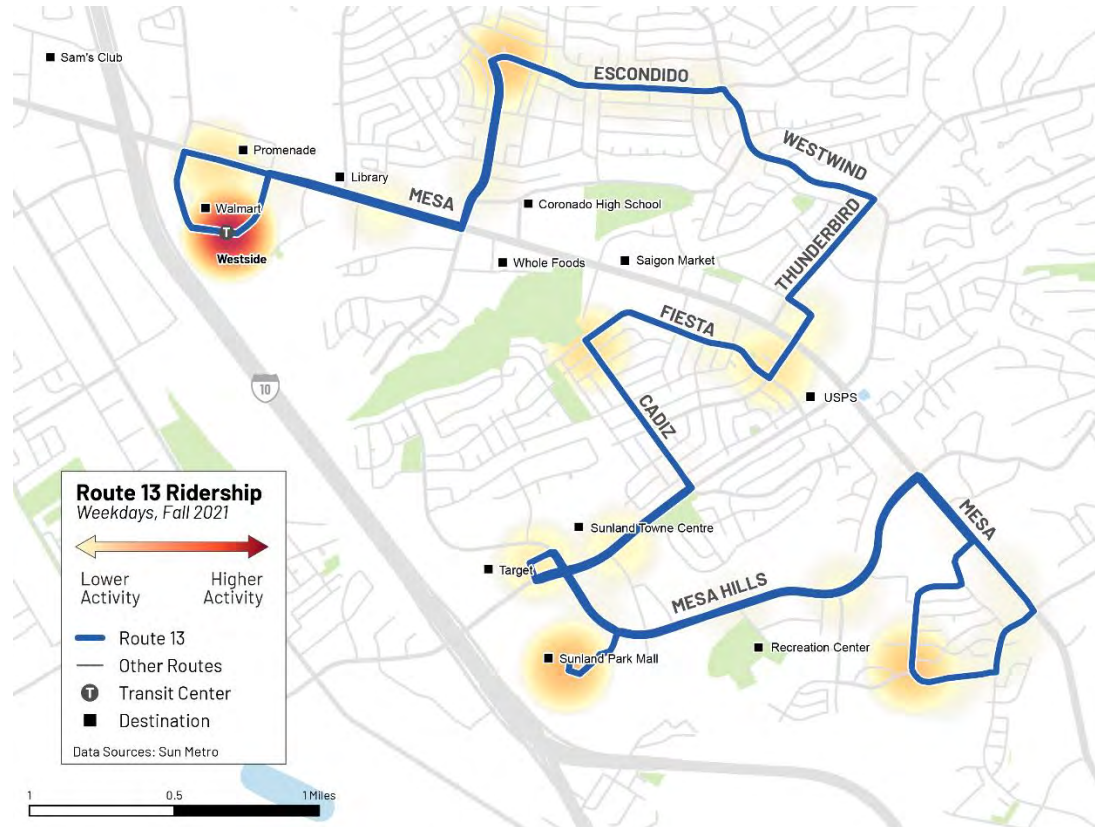
Route 13 runs every 105 minutes from 6:00 AM to 7:15 PM on weekdays. On Saturdays, service runs every 105 minutes from 6:00 AM to 7:45 PM.

Major destinations along the route include the Westside Transit Center, and Sunland Park Mall.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	6:00 AM – 7:15 PM	105	1	59	4.0
Saturday	6:00 AM – 7:45 PM	105	1	33	2.2



Ridership Distribution



Strengths

Route 13 provides residents in the Mesa Hills and Coronado Hills neighborhoods with an all-day connection to the Westside Transit Center.

Opportunities

Route 13 is one of the lowest ridership and least productive routes in the system.

Route 13 is infrequent with service running every 105 minutes.

Route 13 largely duplicates the more frequent Route 14.

Route 14 Westwind

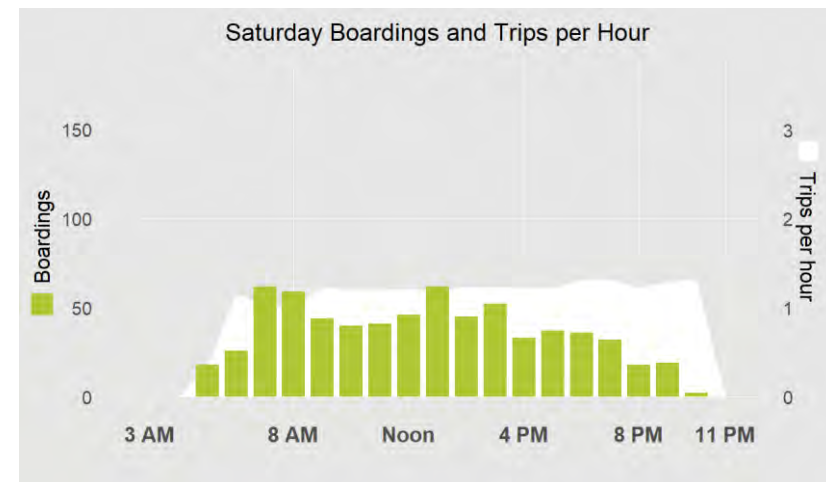
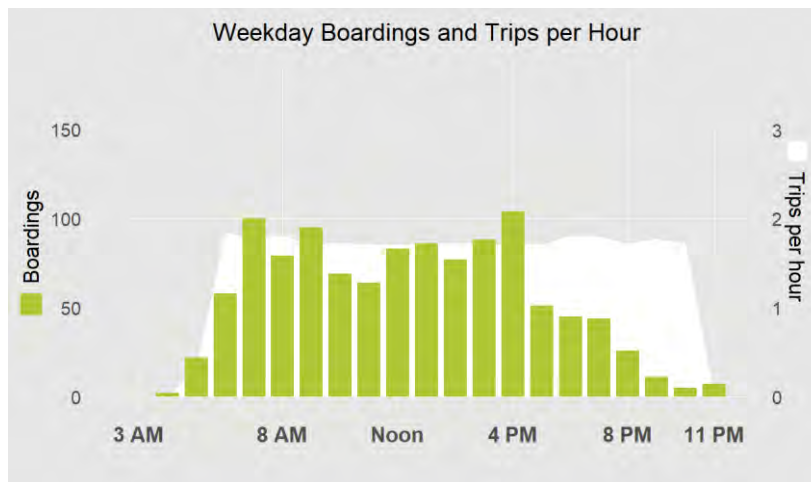
Local

Route 14 provides local service along Mesa St and Westwind Dr between the Downtown Transit Center and the Franklin High School area.

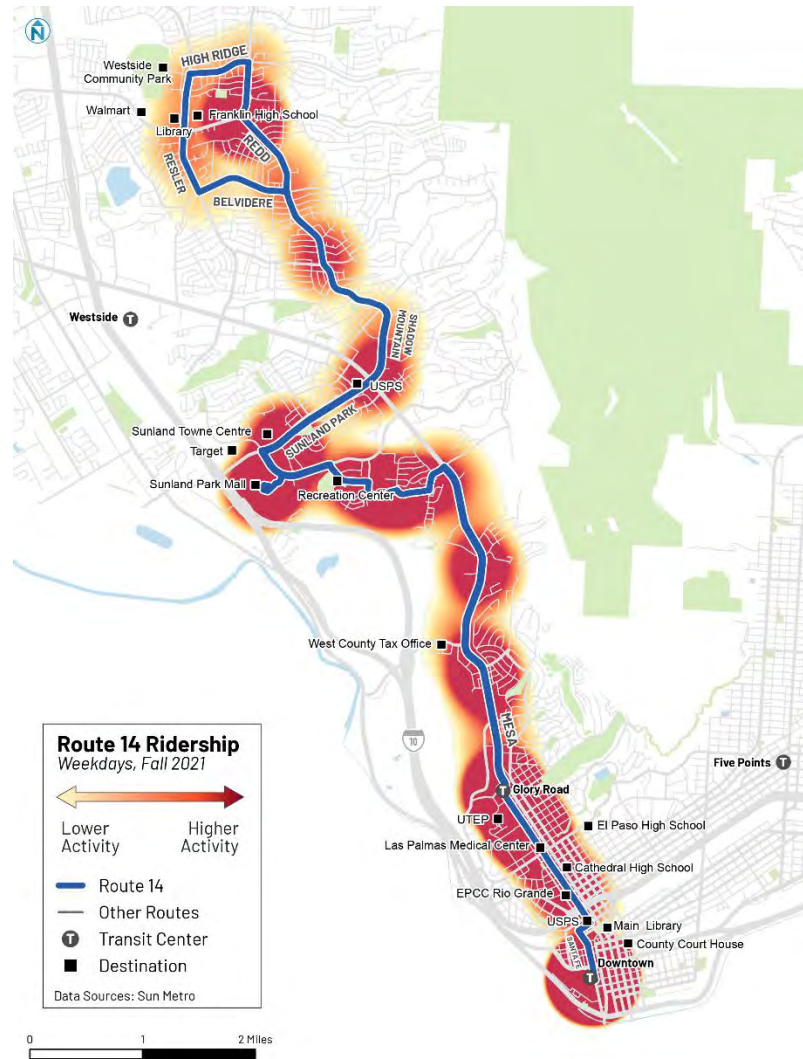
Route 14 runs every 35 minutes from 5:30 AM to 10:30 PM on weekdays. On Saturdays, service ends 15 minutes earlier than on weekdays.

Major destinations along the route include the Downtown Transit Center, Las Palmas Hospital, Providence Hospital Memorial Campus, UTEP, Sunland Park Mall, and Franklin High School.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:30 AM – 10:30 PM	35	5	1,104	17.5
Saturday	5:30 AM – 10:15 PM	50	3	672	14.5



Ridership Distribution



Strengths

Route 14 is the 5th highest ridership route and 6th most productive route in the system.

Ridership is strong along all segments of the route, with the exception of Belvidere St.

Route 14 provides local service along the Mesa BRIO corridor for riders that are unwilling or unable to walk the longer distance to BRIO stations.

Opportunities

The northern terminal loop is approximately 3.75 miles long. Shortening the loop would reduce out-of-direction for many riders.

Route 15 Mesa

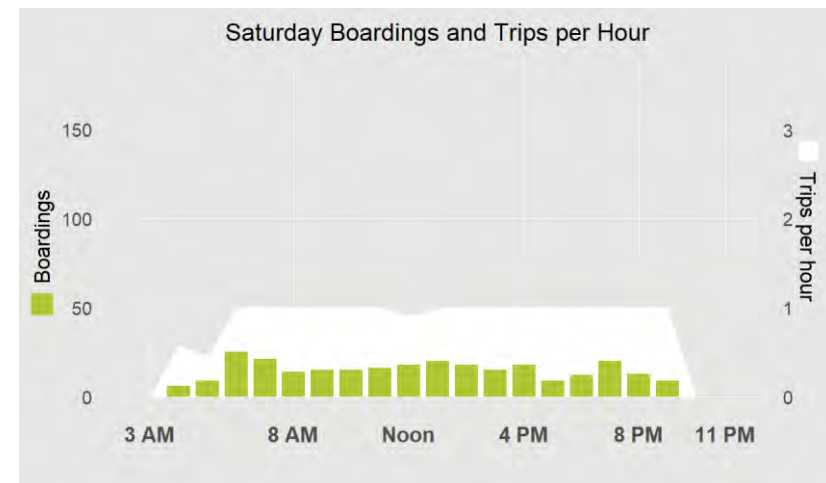
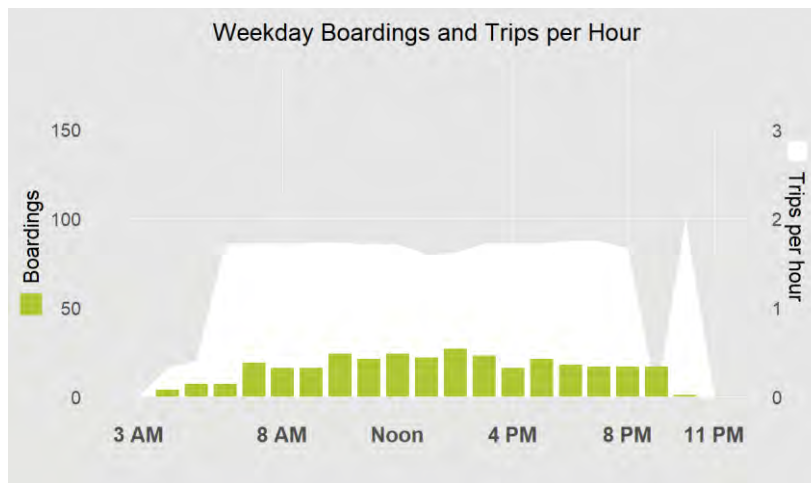
Local

Route 15 provides local service along Mesa St between the Glory Road Transit Center and Westside Transit Center.

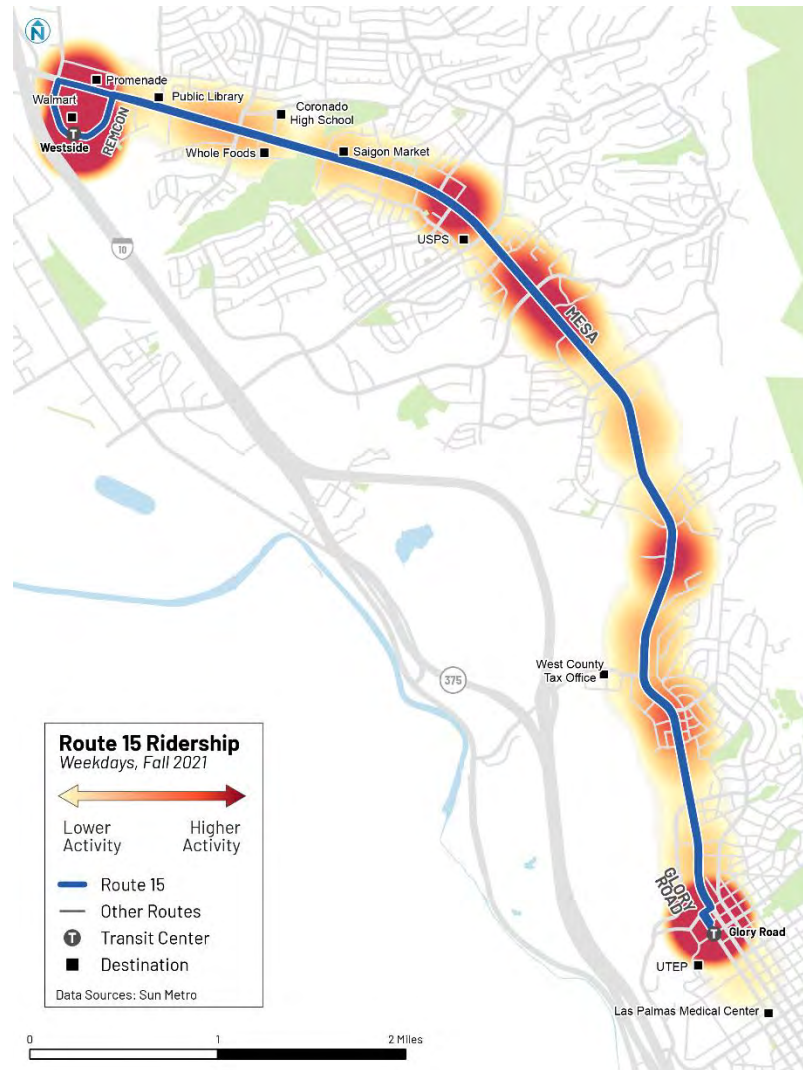
Route 15 runs every 30 minutes from 5:00 AM to 10:00 PM on weekdays. On Saturdays, service runs every 45 minutes from 4:30 AM to 9:30 PM.

Major destinations along the route include UTEP, Food King, Walmart Supercenter, and the Westside Transit Center.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:00 AM – 10:00 PM	30	2	316	9.0
Saturday	4:30 AM – 9:45 PM	45	1	271	15.1



Ridership Distribution



Strengths

Route 15 is direct and easy for riders to understand.

Like Route 14, Route 15 provides local service along the Mesa BRIO corridor for riders that are unwilling or unable to walk the longer distance to BRIO stations.

Route 15 is more productive on Saturdays than on weekdays, likely due to the limited BRIO schedule.

Opportunities

Unlike Route 14, however, Route 15 generates only moderate ridership on weekdays.

The next phase of this study will evaluate opportunities to better integrate Routes 10 and 15 with the Mesa BRIO corridor.

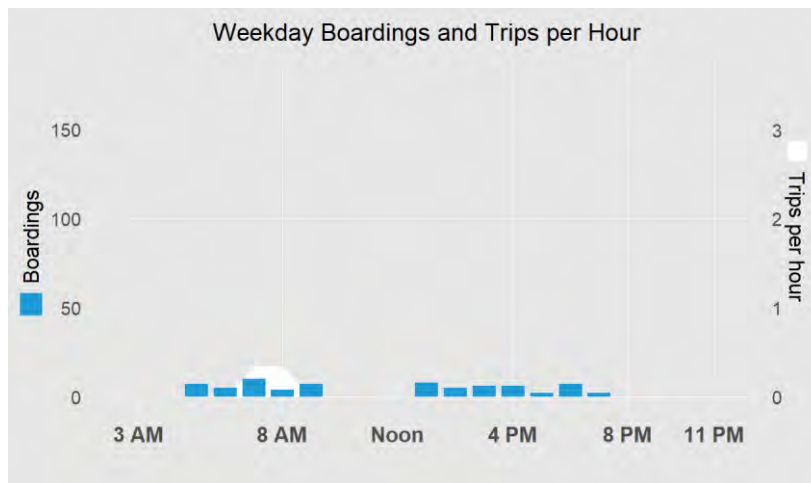
Route 16 Upper Valley

Feeder

Route 16 is a westside feeder service connecting the Upper Valley area with the Westside Transit Center.

Route 16 operates one trip on weekday mornings from 7:45 AM to 9:00 AM.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	7:45 AM – 9:00 AM	N/A	1	36	29.1



Ridership Distribution



Strengths

Route 16 generates a high number of riders on its one daily trip.

Opportunities

However, because of its limited schedule, Route 16 has the lowest ridership of any route in the system.

Route 16 duplicates part of its alignment with inbound Route 12 on Doniphan, Westside, and Borderland.

Adding afternoon service is justified should morning service continue to be provided.

Route 19 Resler

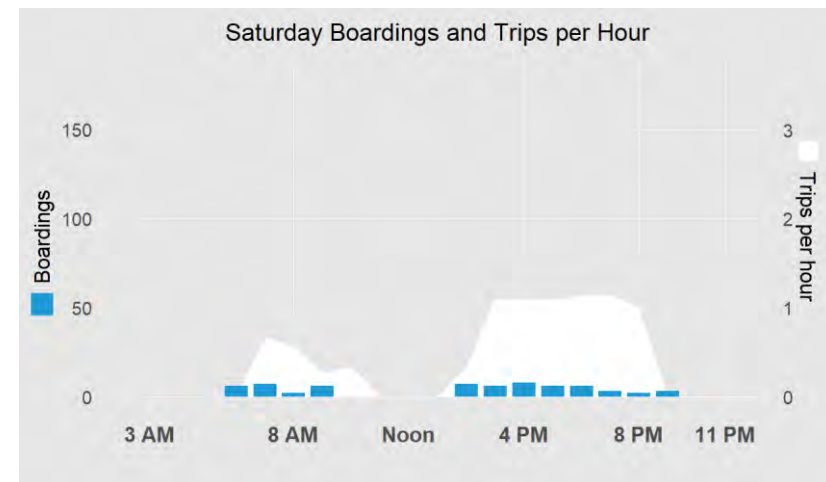
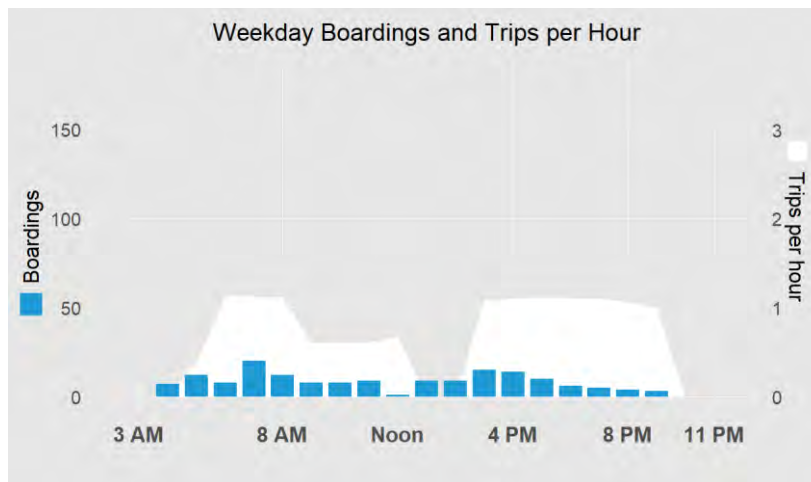
Feeder

Route 19 is a feeder service connecting the Westside Transit Center with on Resler Dr and Northwestern Dr to the north.

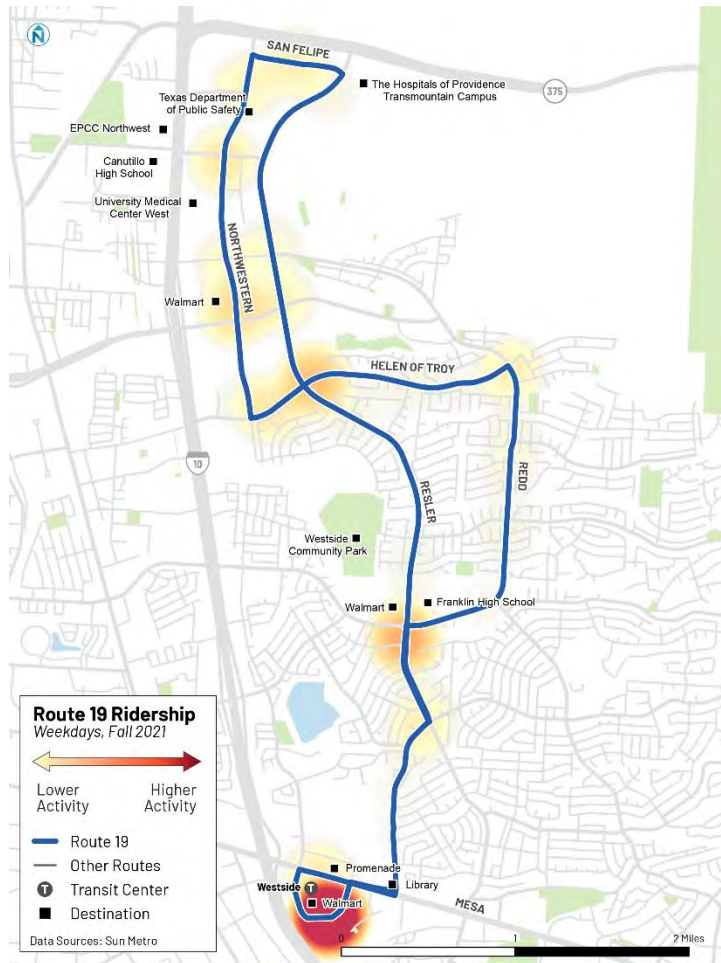
Route 19 runs hourly from 5:00 AM to 9:15 PM on weekdays. On Saturdays, service runs hourly from 7:30 AM to 10:00 PM.

Destinations along the route include Franklin High School, Walmart, and Texas Department of Public Safety, and Hospitals of Providence Transmountain Campus.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:00 AM – 9:15 PM	60	1	80	5.8
Saturday	7:30 AM – 8:15 PM	60	1	46	4.7



Ridership Distribution



Strengths

Route 19 provides reverse commute service to employment opportunities along Resler Dr.

Opportunities

Route 19 is an indirect service, operating in a figure-8 alignment.

Bi-directional service along Resler Dr. and Northwestern Dr. would reduce out-of-direction travel for current and potential riders.

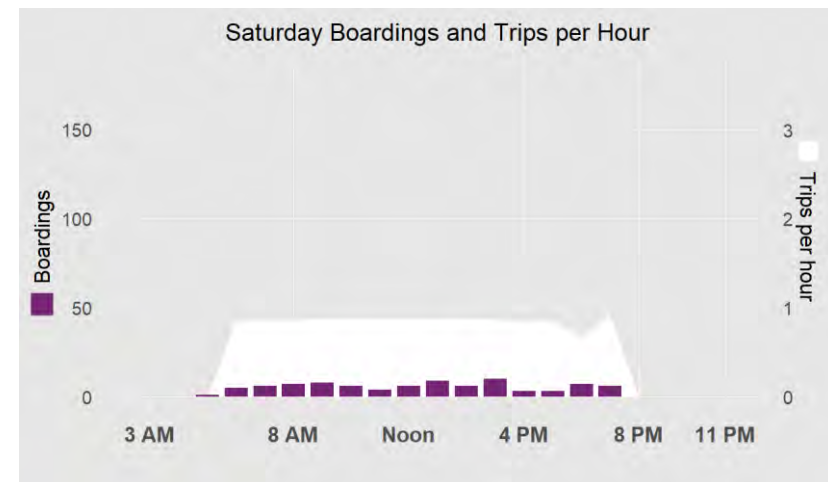
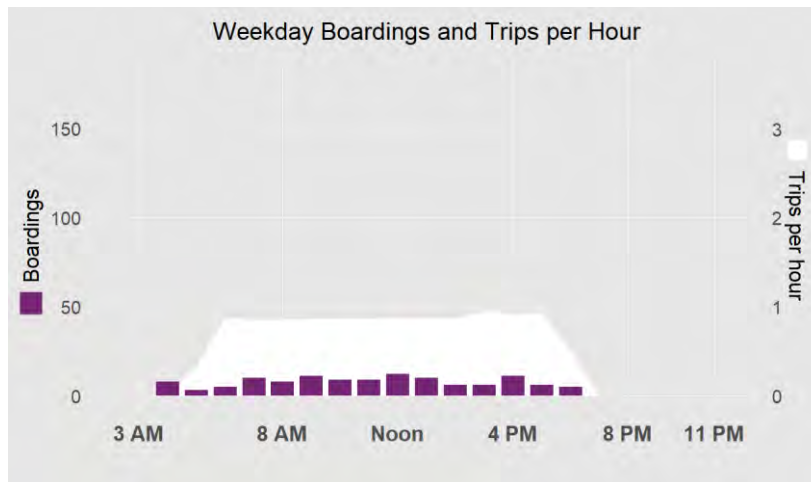
Route 21 Chelmont Via Raynolds

Circulator

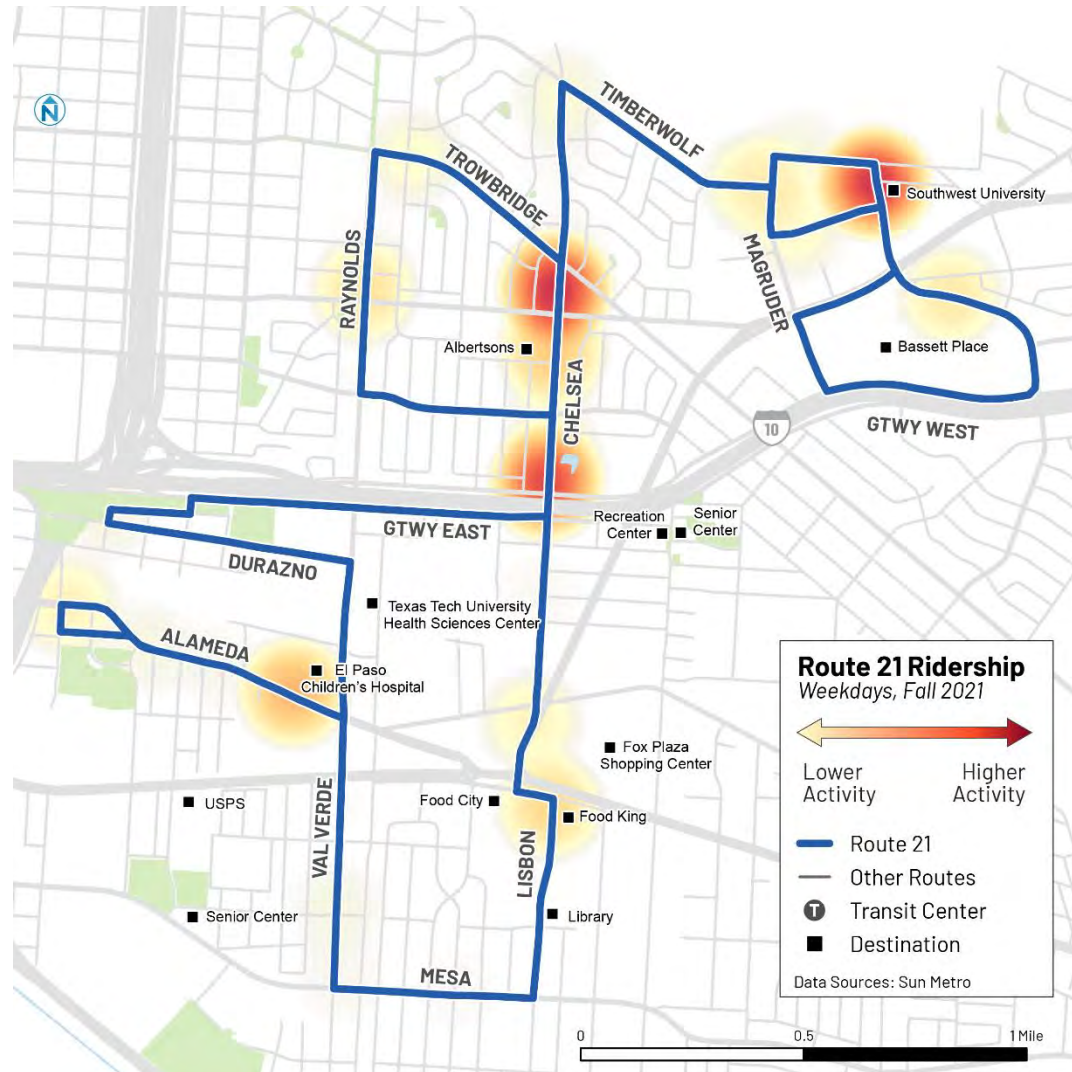
Route 21 is a centrally located circulator service connecting University Medical Center with Fox Plaza, Chelsea Apartments, and Bassett Place Shopping Center.

Route 21 runs every 75 minutes from 5:15 AM to 6:45 PM on weekdays. On Saturdays, service runs every 75 minutes from 6:00 AM to 7:30 PM.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:15 AM - 6:45 PM	75	1	67	5.0
Saturday	6:00 AM - 7:30 PM	75	1	66	4.9



Ridership Distribution



Strengths

Ridership activity is highest at Albertsons, Chelsea Apartments, University Medical Center, and along Geronimo Dr.

Opportunities

Route 21 is one of the lowest ridership and least productive routes in the system.

Route 21 is infrequent with service running every 75 minutes.

Route 21 is indirect with a high number of turns, loops, and deviations within a relatively short distance.

Route 21 does not serve any transit centers.

Route 24 Delta Via Second Ward

Local

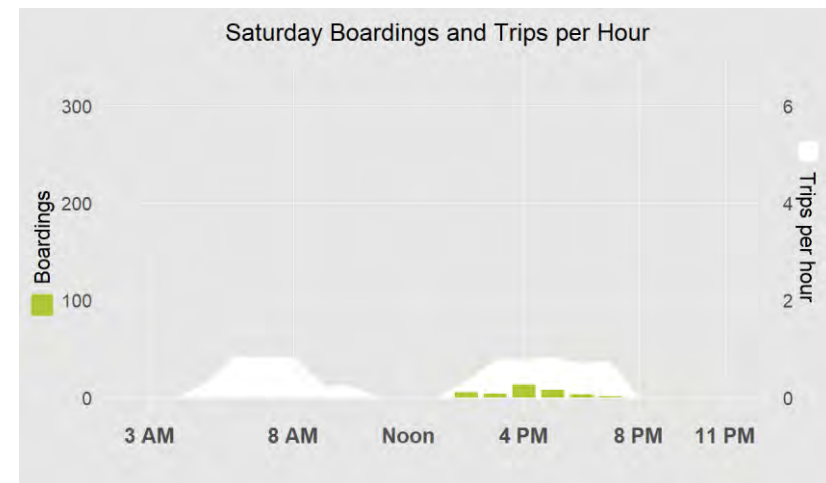
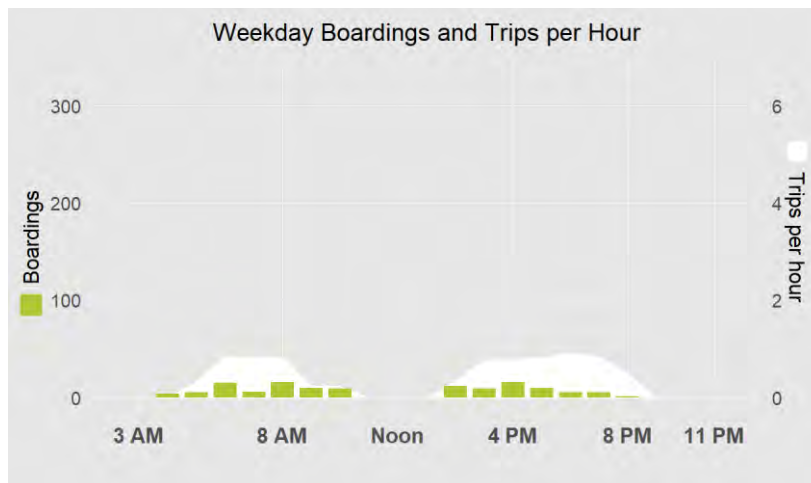
Route 24 provides local service between the Downtown Transit Center and the intersection of Alameda Ave and Delta Dr.

Route 24 runs every 80 minutes from route 5:00 AM to 8:15 PM on weekdays and 5:00 AM to 8:15 PM on Saturdays.

Route 24 serves the El Segundo, Chazimal, and Val Verde neighborhoods.

Destinations include the Downtown Transit Center, Bowie High School, Food King, Fox Plaza Shopping Center.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:00 AM – 8:15 PM	80	1	54	4.9
Saturday	5:00 AM – 7:30 PM	80	1	34	3.1



Ridership Distribution



Strengths

Route 24 connects low-income neighborhoods such as El Segundo Barrio, Chamizal, and Washington Delta to the Downtown Transit Center. The route also serves low-income housing such as Dewtter Homes, El Nido Apartments and Edward M. Pooley Apartments.

Opportunities

Route 24 is one of the lowest ridership and least productive routes in the system.

Route 24 has a four-hour service gap during the midday period.

Route 24 is infrequent with service running every 80 minutes.

The western half of the route is bi-directional but has a large loop starting at Val Verde making many turns in narrow neighborhood streets.

Route 25 University Medical/Cielo Vista

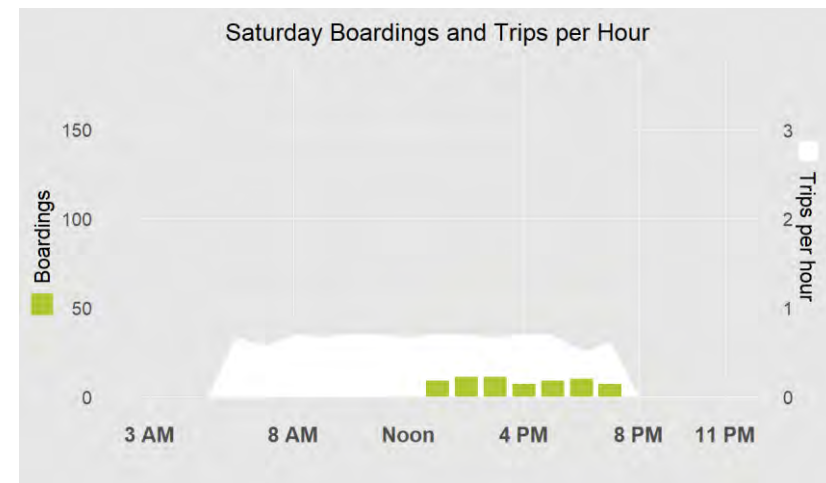
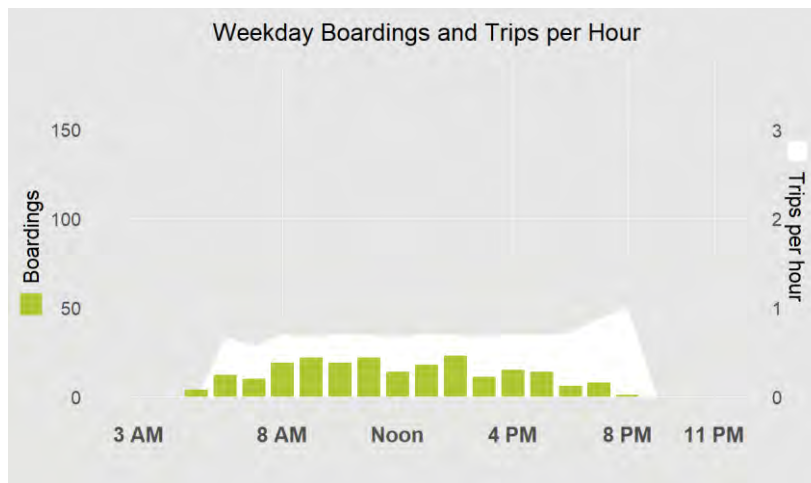
Local

Route 25 provides local service between University Medical Center and Cielo Vista Mall with a connection at the Eastside Transit Center.

Route 25 runs every 90 minutes from 6:15 AM to 8:00 PM, Monday through Saturday.

Major destinations along the route include University Medical Center, Fox Plaza Shopping Center, Bassett Place Shopping Center, Eastside Transit Center, Walmart Supercenter, and Cielo Vista Mall.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	6:15 AM – 8:00 PM	90	1	188	13.7
Saturday	6:15 AM – 8:00 PM	90	1	29	2.1



Ridership Distribution



Strengths

Aside from a mid-route deviation to Geronimo Drive, Route 25 provides a direct link between University Medical Center and the Eastside Transit Center.

Opportunities

Route 25 is infrequent with service running every 90 minutes.

Route 26 Five Points/Alameda

Express

Route 26 offers express service between Five Points Transit Center to University Medical Center.

Route 26 runs every 30 minutes from 6:00 AM to 7:00 PM on weekdays. On Saturdays, service begins 3 hours later than on weekdays.

Route 26 was introduced in November 2021.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	6:00 AM – 7:00 PM	30	1	N/A	N/A
Saturday	9:00 AM – 7:00 PM	30	1	N/A	N/A



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Route 32 5 Points/Piedras/Ft Bliss

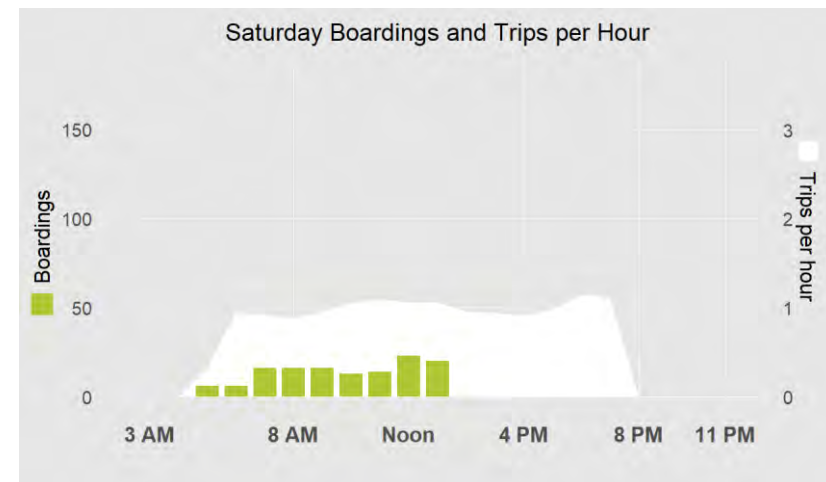
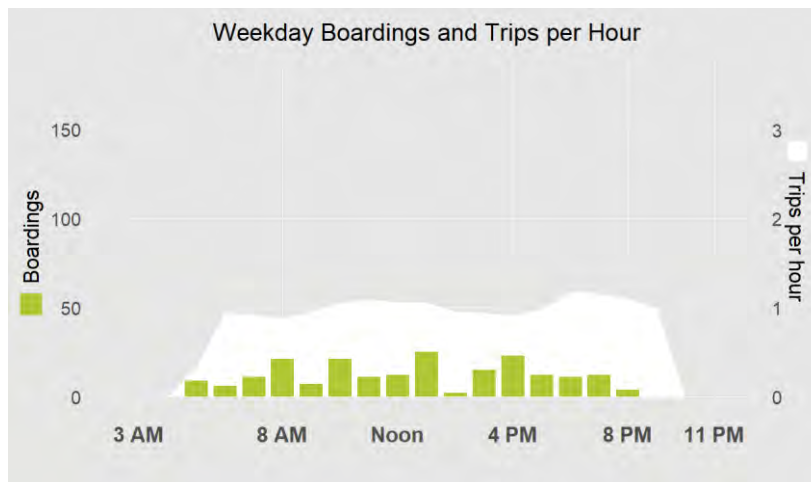
Local

Route 32 provides local service in the Grandview and Logan Heights neighborhoods. Route 32 runs from the Five Points Transit Center to the Walmart Supercenter on Broadus Ave with select trips extending to Ft. Bliss.

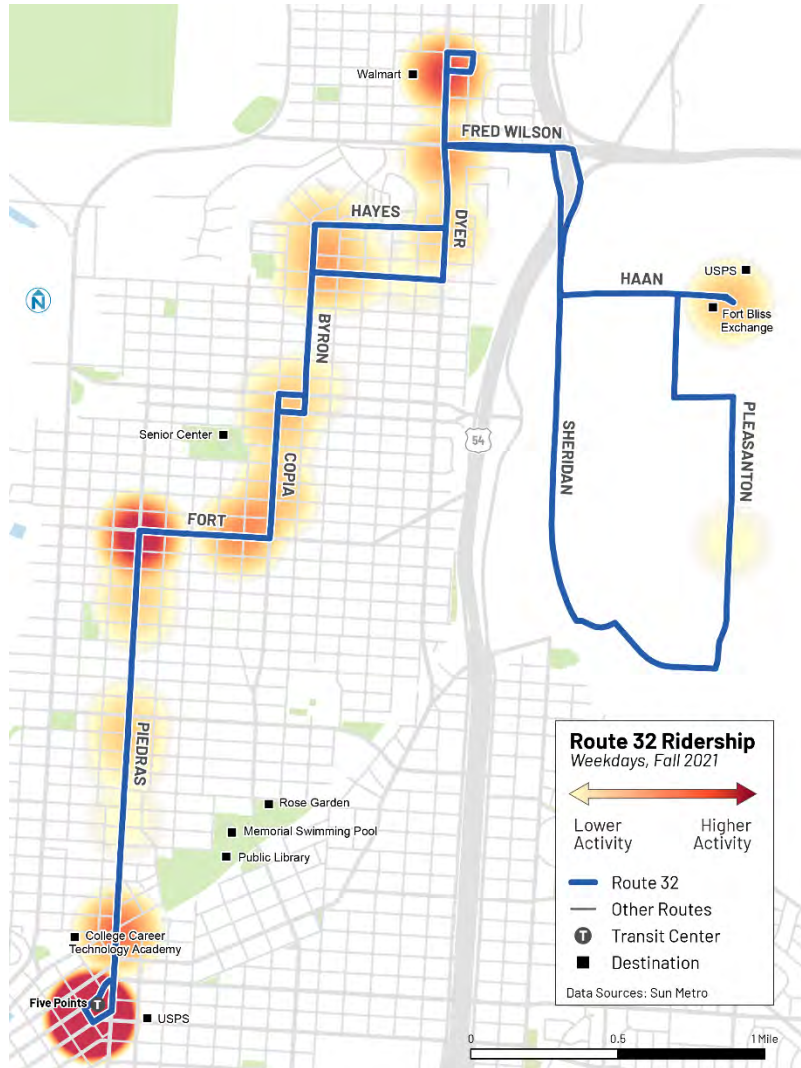
Route 32 runs every 50-70 minutes from 5:30 AM to 8:00 PM on weekdays. On Saturdays, service runs every 50-70 minutes from 5:30 AM to 7:45 PM.

Major destinations along the route include the Five Points Transit Center, Family Dollar, and Walmart Supercenter.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:30 AM – 9:00 PM	50-70	1	202	13.0
Saturday	5:30 AM – 7:45 PM	50-70	1	130	8.6



Ridership Distribution



Strengths

Ridership activity is moderate west of US 54 along the primary segments of Route 32.

Opportunities

Ridership activity on the Ft. Bliss segment of Route 32 is very low.

Route 33 Government Hill Via Bassett

Local

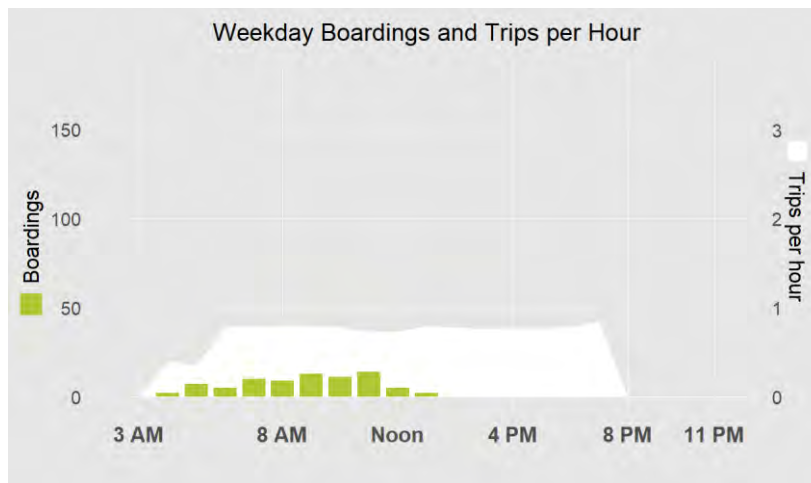
Route 33 provides local service between the Five Points Transit Center and El Paso International Airport.

Route 33 runs every 80 minutes from 4:30 AM to 7:45 PM on weekdays. On Saturdays, service runs every 80 minutes from 4:30 AM to 6:30 PM.

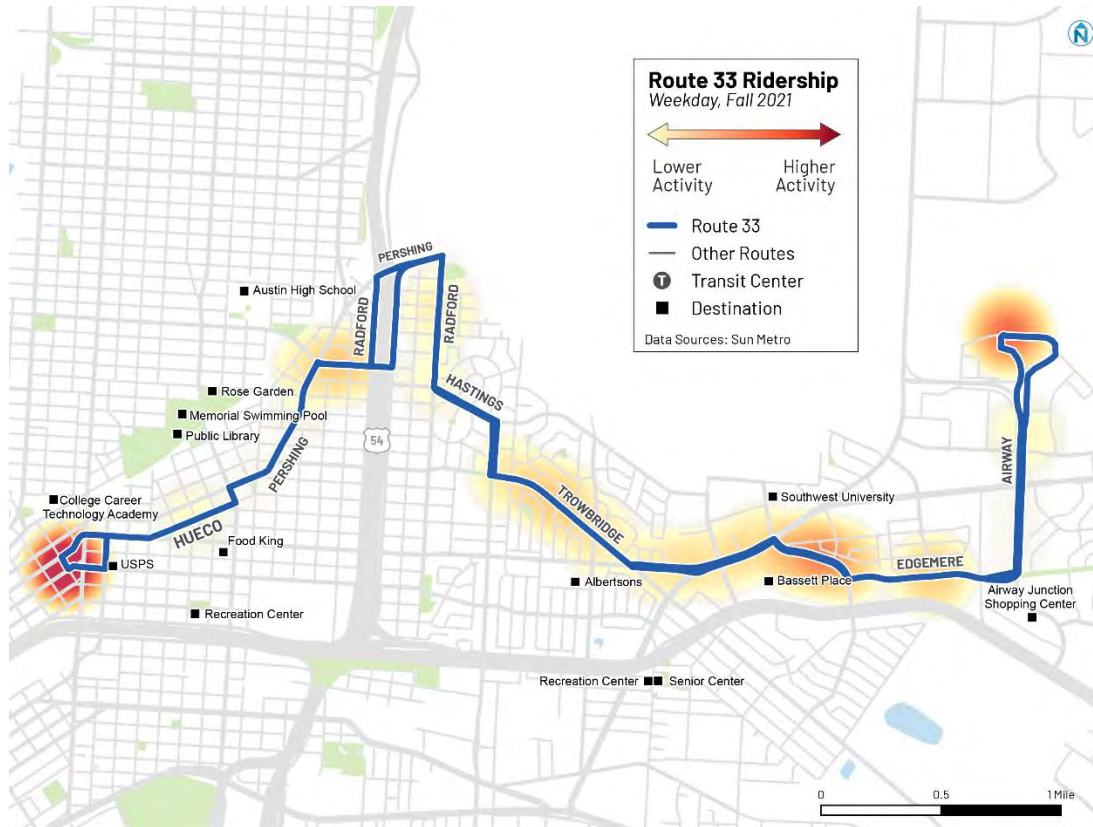
Major destinations along the route include the Downtown Transit Center, Bassett Place Shopping Center, and El Paso International Airport.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	4:30 AM – 7:45 PM	80	1	76	5.0
Saturday	4:30 AM – 6:30 PM	80	1	N/A	N/A

*Saturday ridership data was unavailable for this route.



Ridership Distribution



Strengths

Route 33 is one of two routes that provides direct service to the El Paso International Airport.

Opportunities

Route 33 is one of the lowest ridership and least productive routes in the system.

Route 33 is infrequent with service running every 80 minutes.

The future Montana BRIO corridor will serve El Paso International Airport.

Route 34 Medical Center Via Cliff

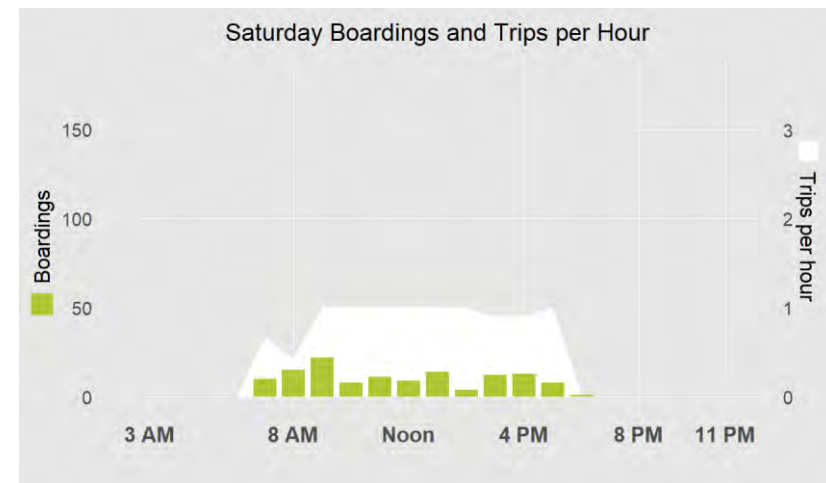
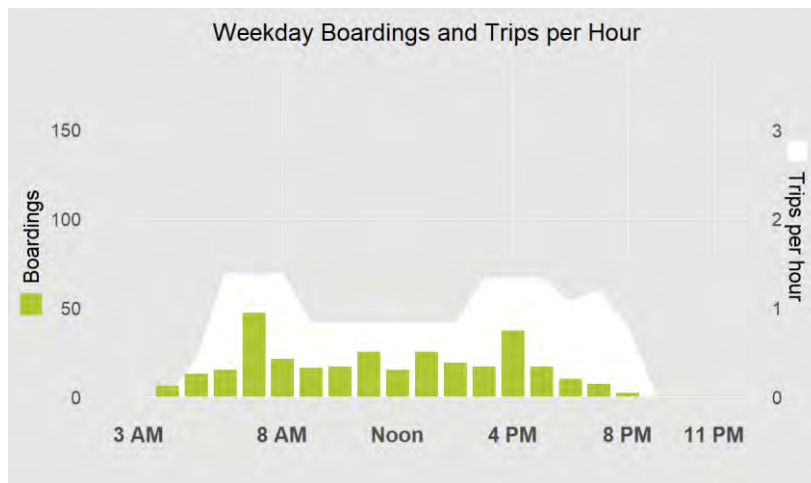
Local

Route 34 provides local service between the Downtown Transit Center and Five Points Transit Center via the Sierra Medical Center.

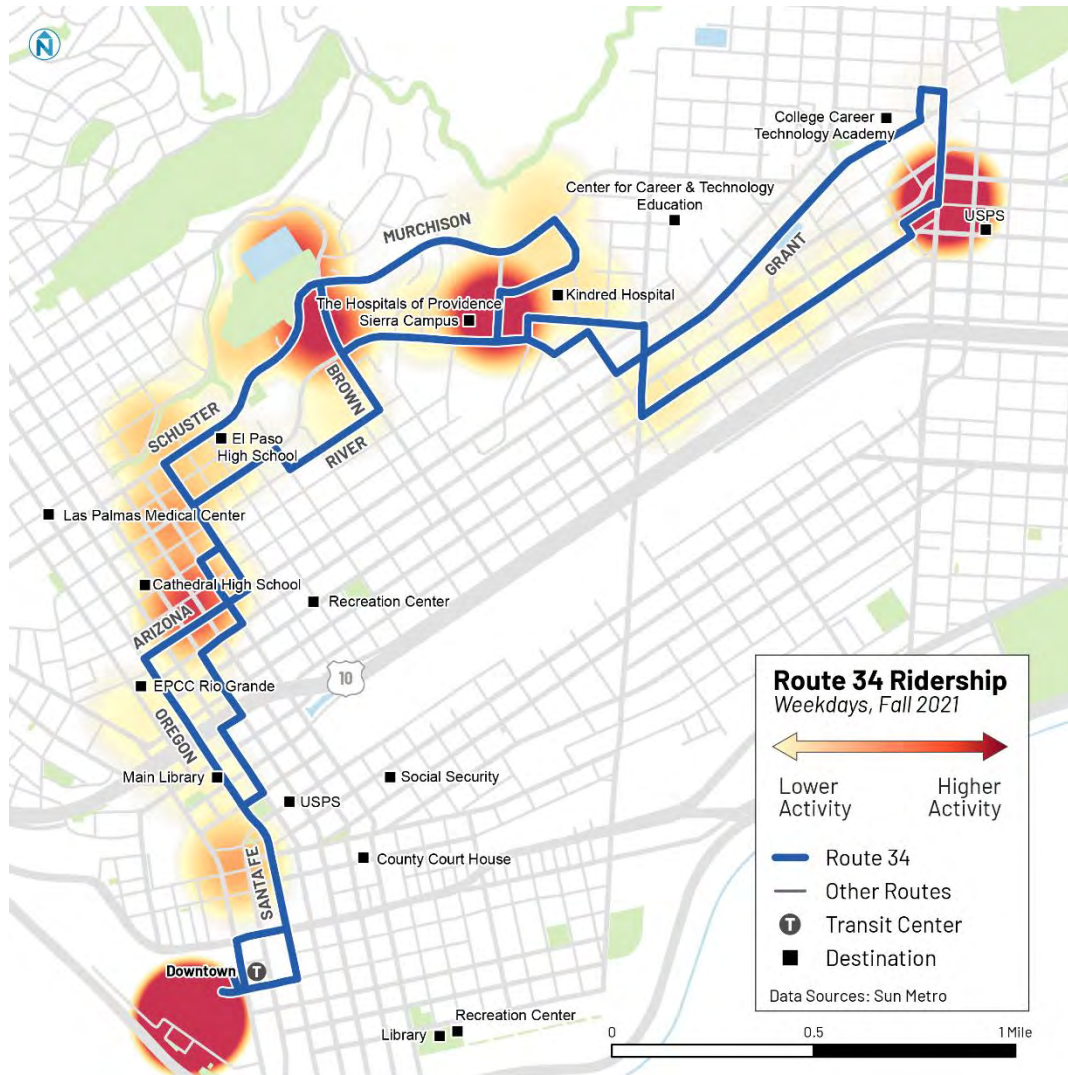
Route 34 runs every 45-90 minutes from 5:00 AM to 8:30 PM on weekdays. On Saturdays, service runs hourly from 7:45 AM to 5:45 PM.

Major destinations along the route include the Downtown Transit Center, El Paso ISD administrative offices, El Paso High School, Hospitals of Providence Sierra Campus, Kindred Hospital, and the Five Points Transit Center.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:00 AM – 8:30 PM	45-90	2	290	11.6
Saturday	7:45 AM – 5:45 PM	60	1	127	12.7



Ridership Distribution



Strengths

Route 34 serves multiple medical destinations and has moderate weekday midday ridership despite being infrequent.

Opportunities

Route 34 is infrequent during the weekday midday period (9:00 AM to 2:00 PM) with service running every 90 minutes.

Route 35 5 Points via Dyer

Local

Route 35 provides local service between the Five Points Transit Center and the Walmart Supercenter via Copia St and Dyer St.

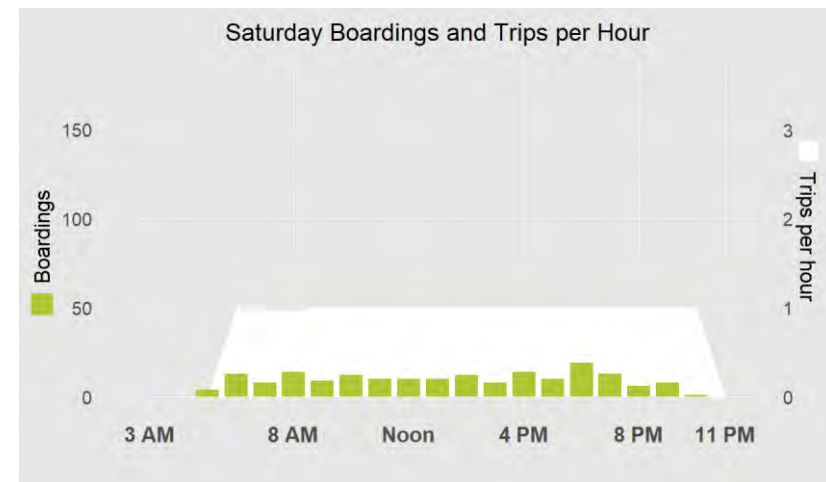
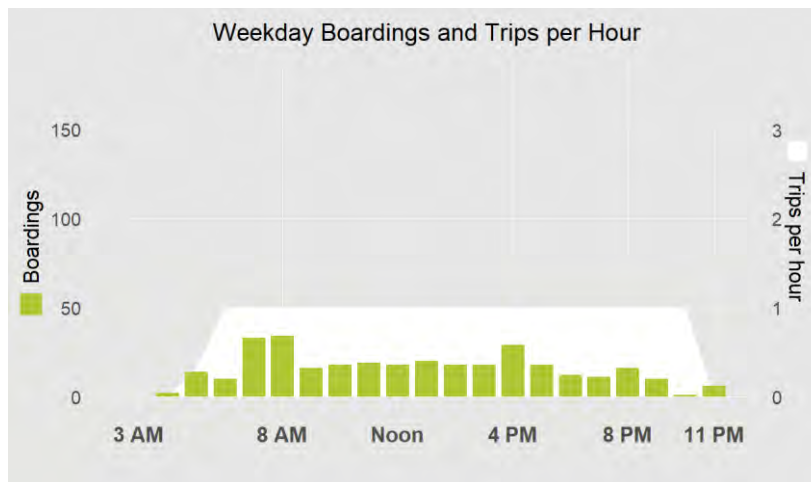
Route 35 runs hourly from 5:15 AM to 10:00 PM on weekdays. On Saturdays, service starts one hour later than on weekdays.

Major destinations along the route include the Five Points Transit Center, Food King, Austin High School, Walmart Supercenter.

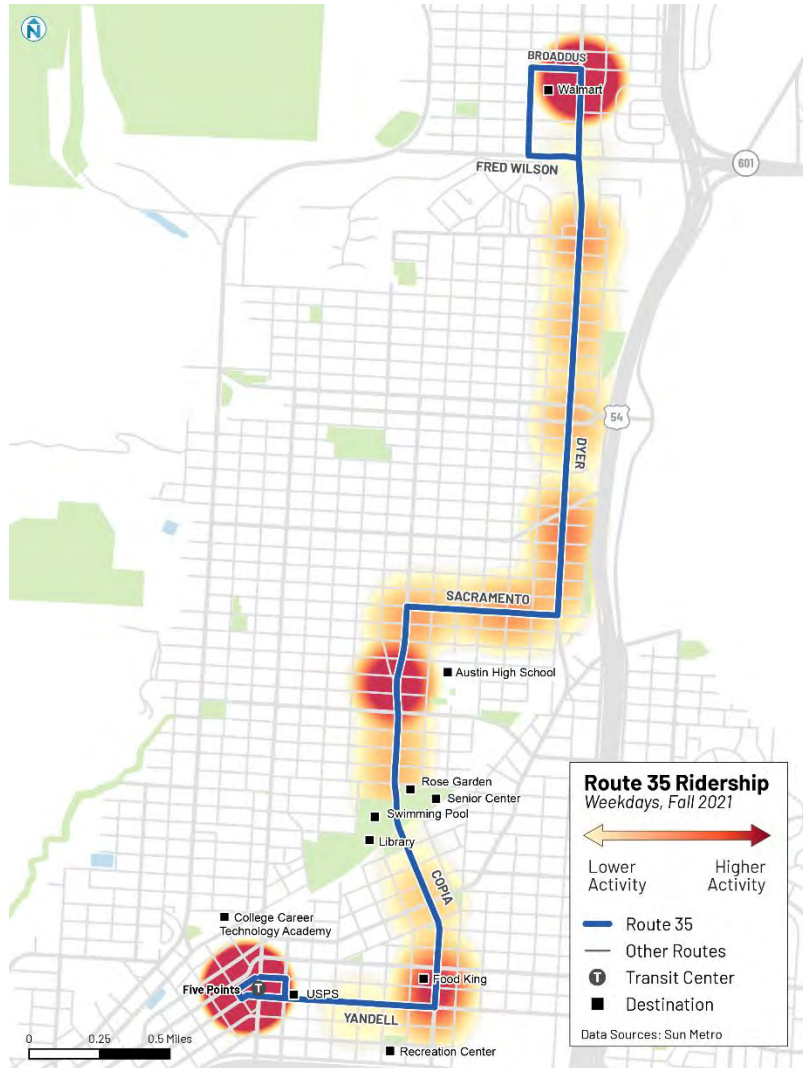
In August 2020, route split to create new Route 37.



Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:15 AM – 10:00 PM	60	1	302	17.9
Saturday	6:15 AM – 10:00 PM	60	1	165	10.4



Ridership Distribution



Strengths

Route 35 is the 9th most productive route in the system.

Route 35 provides local stop service along segments of the Dyer BRIO corridor.

Opportunities

Reconnecting Routes 35 and 37 would reduce transfers at Walmart.

Route 36 Beaumont Hospital/Highland

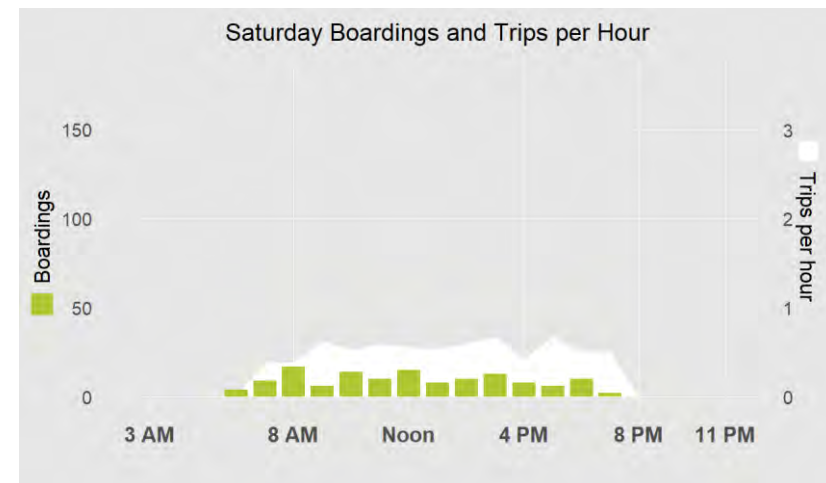
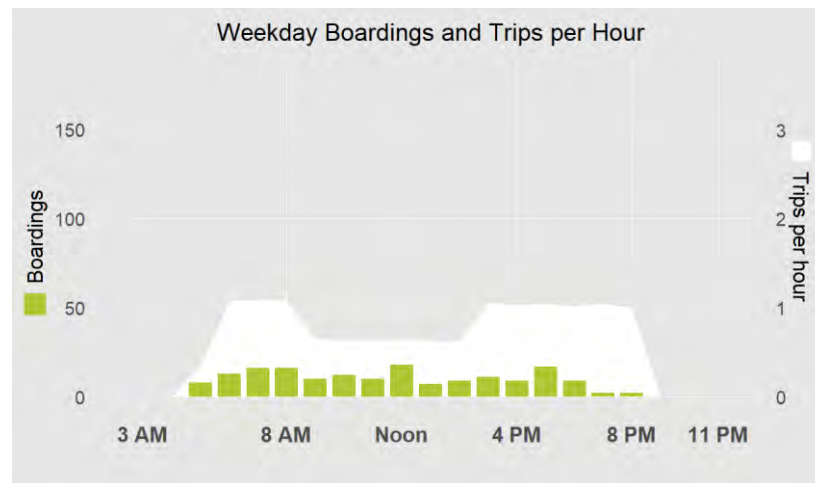
Local

Route 36 provides local service between the Downtown Transit Center and the Walmart Supercenter on Dyer via the Highland Park area.

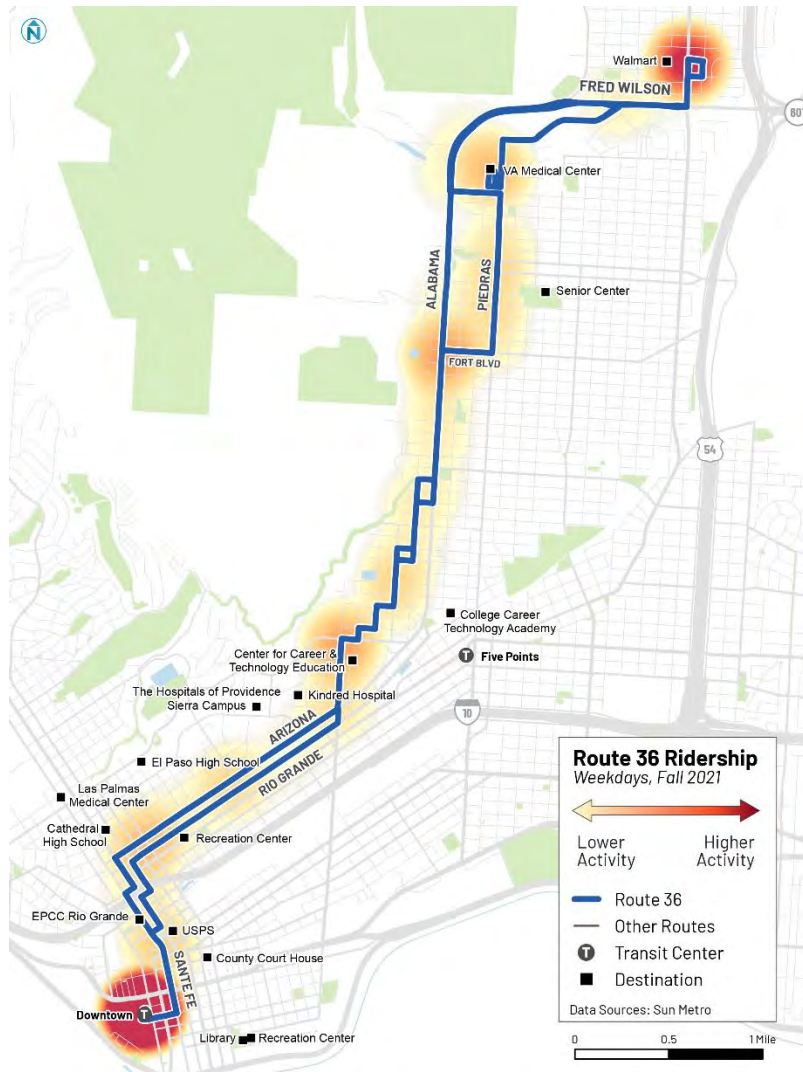
Route 36 runs every 55-110 minutes from 5:50 AM to 8:30 PM on weekdays. On Saturdays, service runs every 110 minutes from 7:00 AM to 7:45 PM.

Major destinations along the route include the Downtown Transit Center, Center for Career & Technology Education, VA Medical Center, and Walmart Super Center.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:45 AM – 8:30 PM	55-110	2	132	5.8
Saturday	7:00 AM – 7:45 PM	110	1	119	9.3



Ridership Distribution



Strengths

Route 36 ridership does not drop off significantly from weekdays to Saturdays.

Opportunities

Route 36 is one of the least productive routes in the system.

Route 36 is infrequent during the midday period (9:00 AM to 2:00 PM) with service every 110 minutes.

Route 37 Northgate Via Dyer

Local

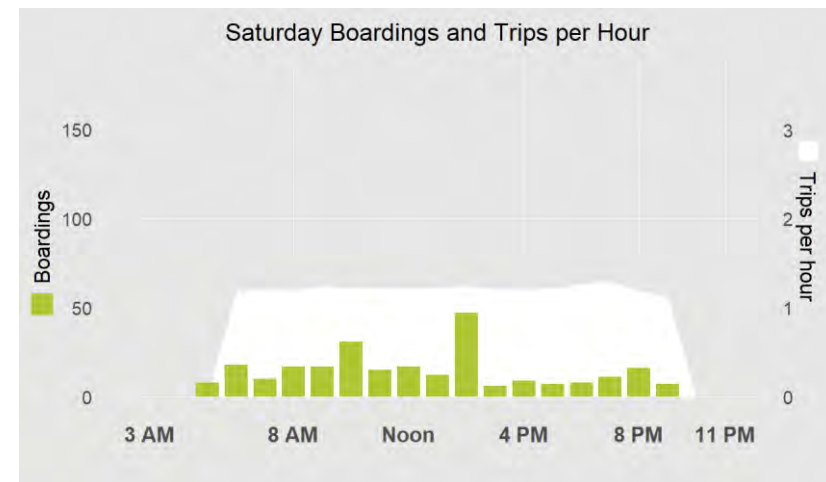
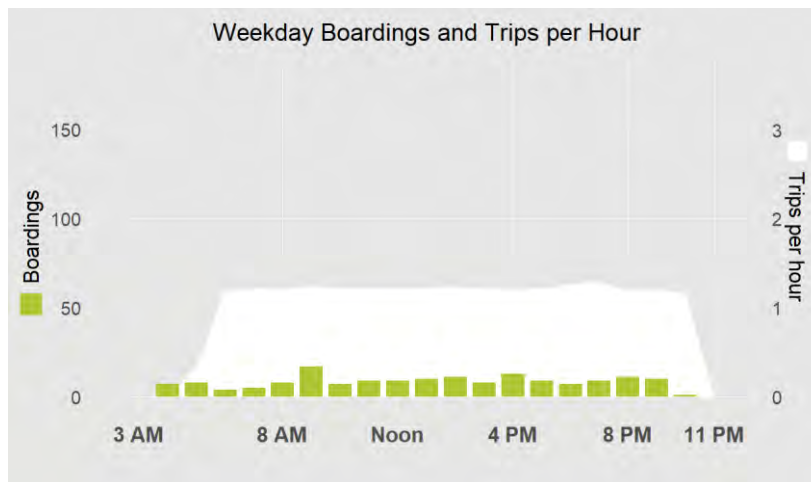
Route 37 provides local service starting at Northgate Transit Center and ending at Dyer/Broadus.

Route 37 runs every 50 minutes from 5:15 AM to 10:15 PM on weekdays. On Saturdays, service runs every 50 minutes from 6:00 AM to 9:30 PM.

Major destinations along the route include the Walmart on Dyer and the Northgate Transit Center.

Route 37 was introduced August 2020, previously being the northern half of Route 35.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:15 AM – 10:15 PM	50	1	133	7.9
Saturday	6:00 AM – 9:30 PM	50	1	239	15.3



Ridership Distribution



Strengths

Route 37 provides local stops along the northern half of the Dyer BRIO corridor.

Saturday ridership is significantly higher than on weekdays due to the reduced Dyer BRIO service on Saturday.

Opportunities

Reconnecting Routes 35 and 37 would reduce transfers at Walmart.

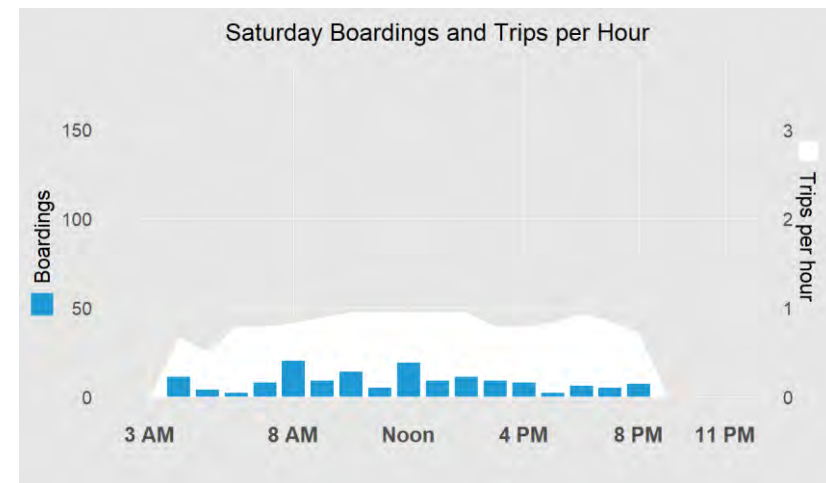
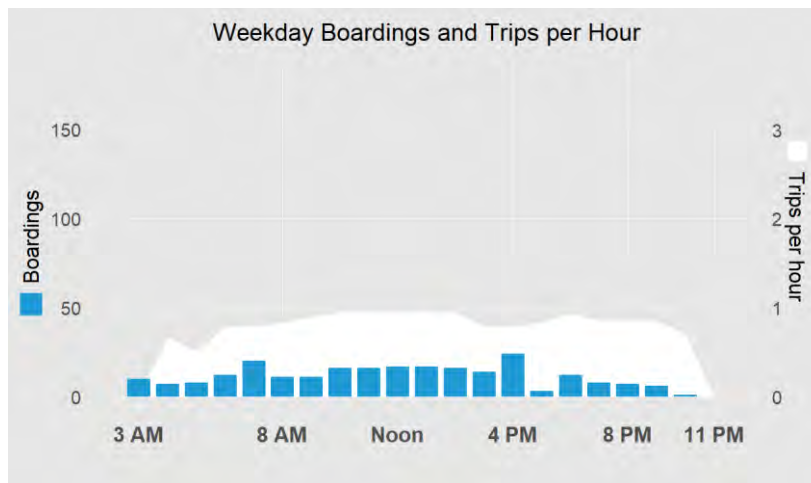
Route 43 Montalvo Park Via Dyer

Feeder

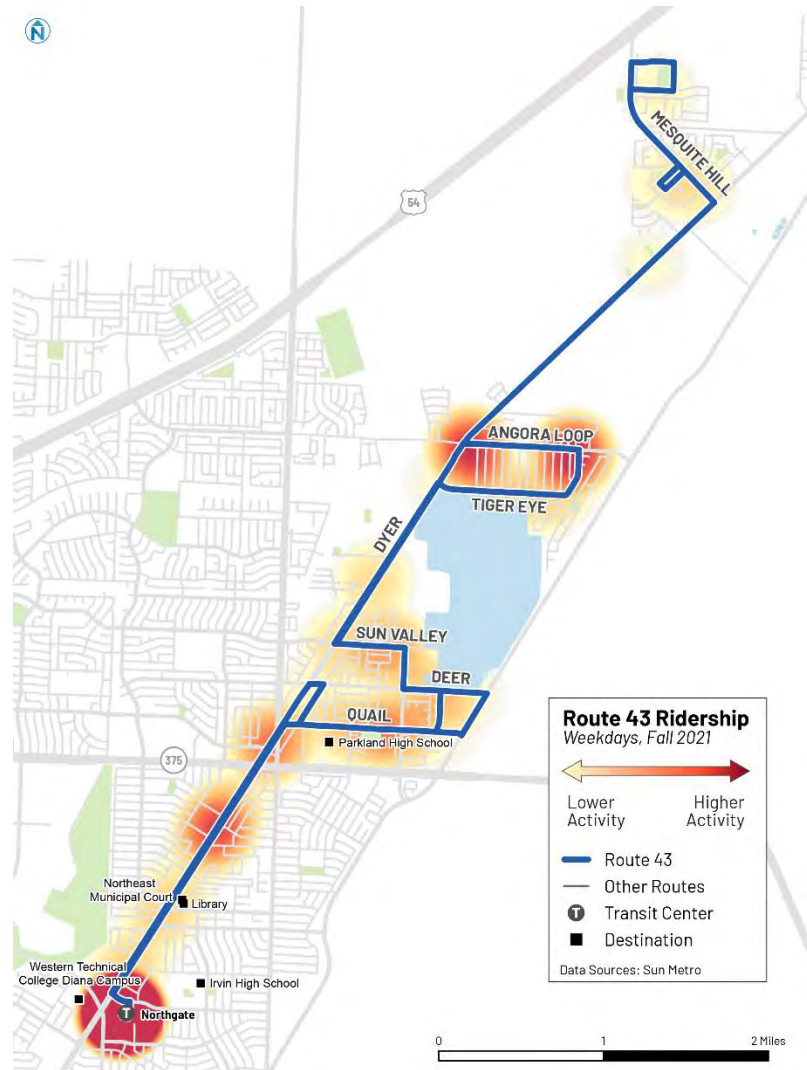
Route 43 provides feeder service to the Northgate Transit Center from the Parkland, Shearman, and Mesquite Hills neighborhoods.

Route 43 runs every 60-80 minutes from 4:30 AM to 10:30 PM on weekdays. On Saturdays, service ends two hours earlier than on weekdays.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	4:30 AM – 10:30 PM	60-80	1	205	11.4
Saturday	4:30 AM – 8:30 PM	60-80	1	83	4.9



Ridership Distribution



Strengths

The Shearman neighborhood (Angora Loop Ave and Tiger Eye Dr) generates high ridership.

Opportunities

Ridership activity is very low in the along Mesquite Hills neighborhood.

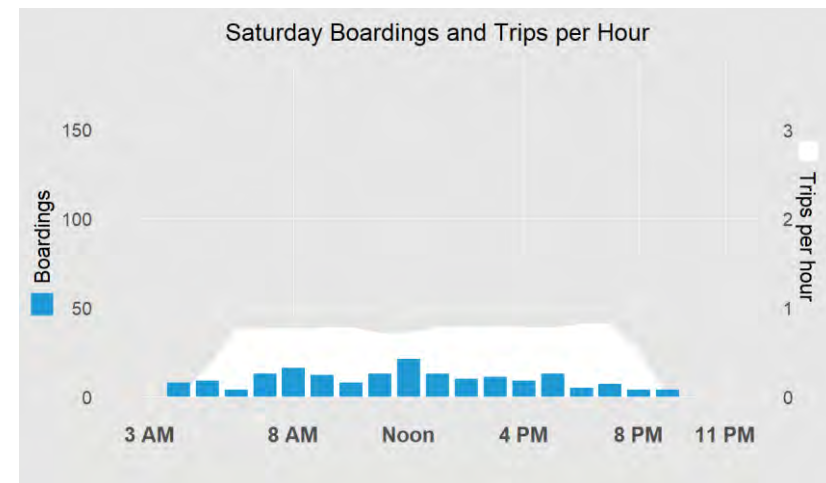
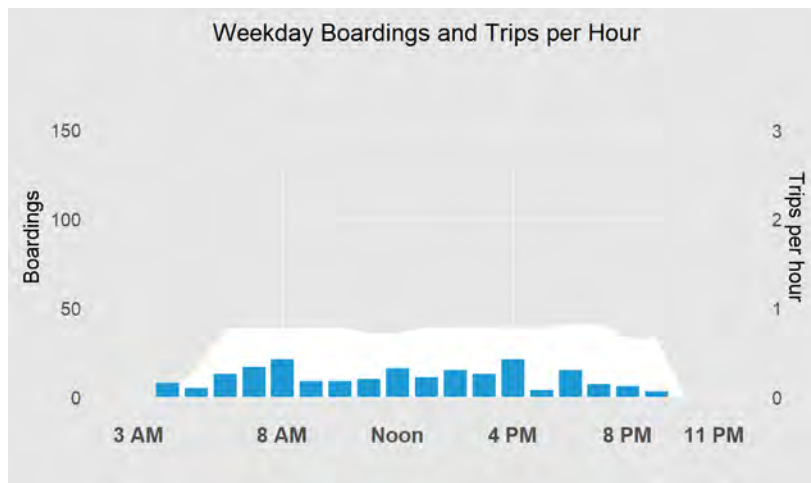
Route 44 Sean Haggerty Via McCombs

Feeder

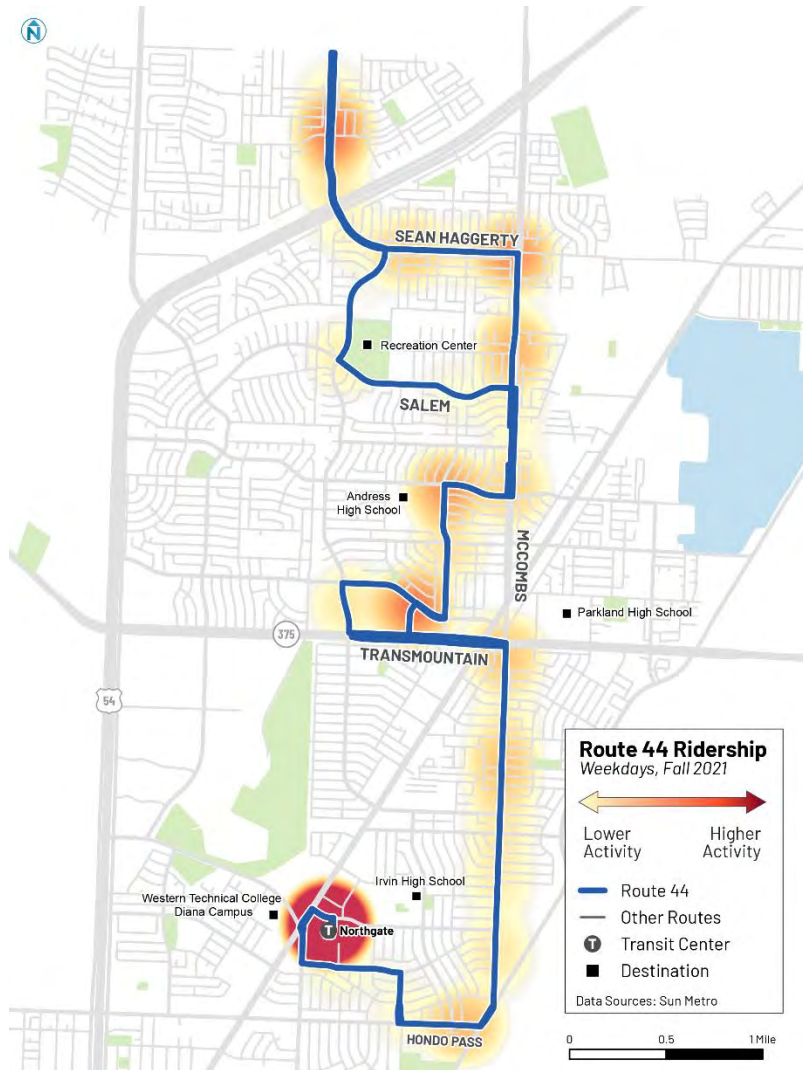
Route 44 provides feeder service to the Northgate Transit Center from Northside neighborhoods along McCombs St and Sean Haggerty Dr.

Route 44 runs every 80 minutes from 5:15 AM to 10:00 PM on weekdays. On Saturdays, service ends 90 minutes earlier than on weekdays.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:15 AM – 10:00 PM	80	1	155	9.4
Saturday	5:15 AM – 8:30 PM	80	1	120	7.3



Ridership Distribution



Strengths

Ridership activity is highest along Audobon St between Fairbanks Dr and Woodrow Bean Transmountain Dr, at Andress High School, and along Sean Haggerty Dr.

Opportunities

Route 44 is one of the lowest ridership and least productive routes in the system.

Route 44 is infrequent with service running every 80 minutes.

Route 46 North Hills Circulator/Rushing

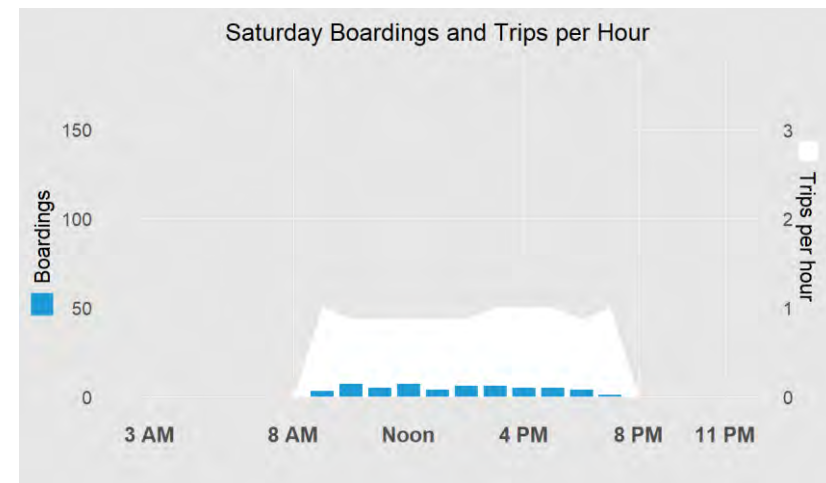
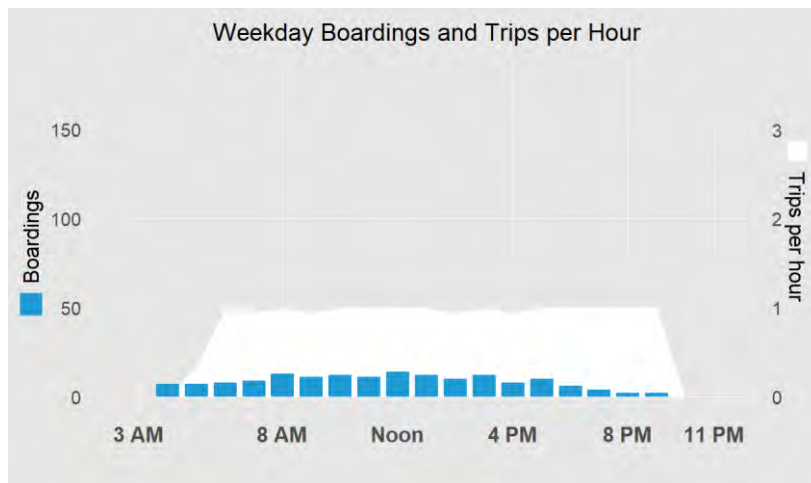
Feeder

Route 46 provides feeder service to the Northgate Transit Center from Northside neighborhoods along Rushing Rd and Kenworthy St.

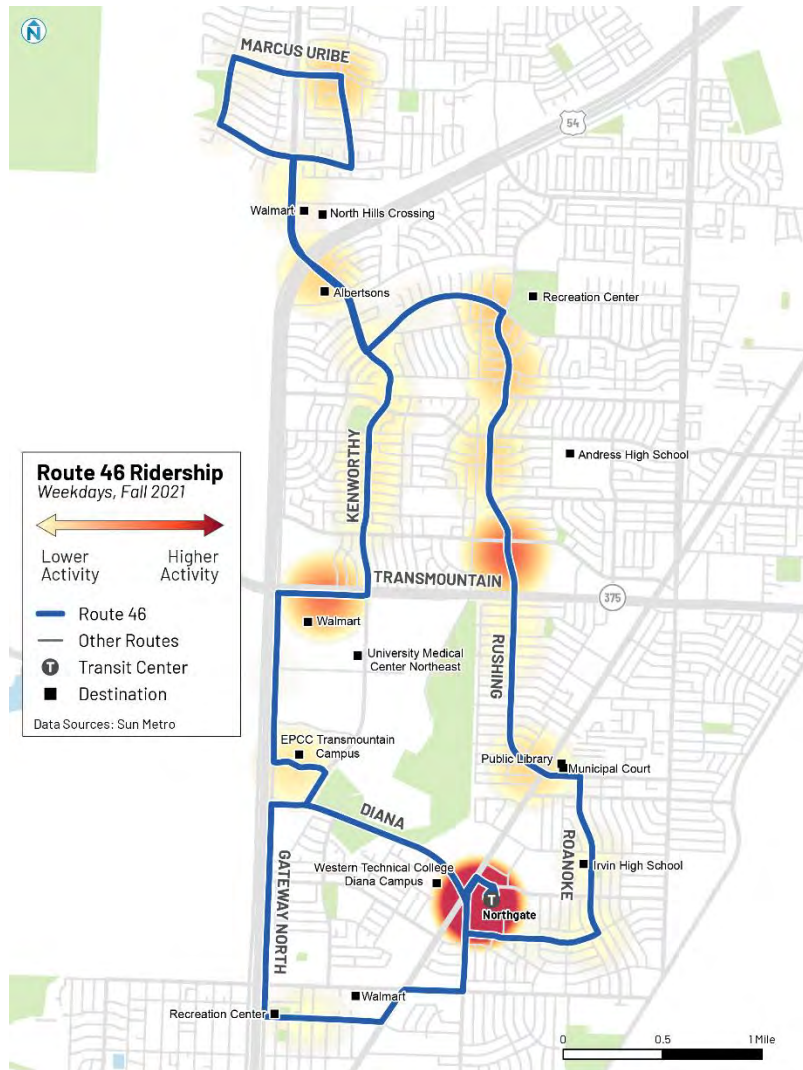
Route 46 runs hourly from 5:15 AM to 9:45 PM on weekdays. On Saturdays, service runs hourly from 9:45 AM to 7:45 PM.

Major destinations along the route include Northgate Transit Center, Walmart Supercenter, and Harmony School of Innovation.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:15 AM – 9:45 PM	60	1	122	7.4
Saturday	9:45 AM – 7:45 PM	60	1	52	5.2



Ridership Distribution



Strengths

Ridership is highest at Northgate Transit Center, the Walmart Supercenter, and along Audobon St between Fairbanks Dr and Woodrow Bean Transmountain Dr.

Opportunities

Route 46 consists of several large loops, forcing riders to travel significantly out of direction.

Route 50 Montana

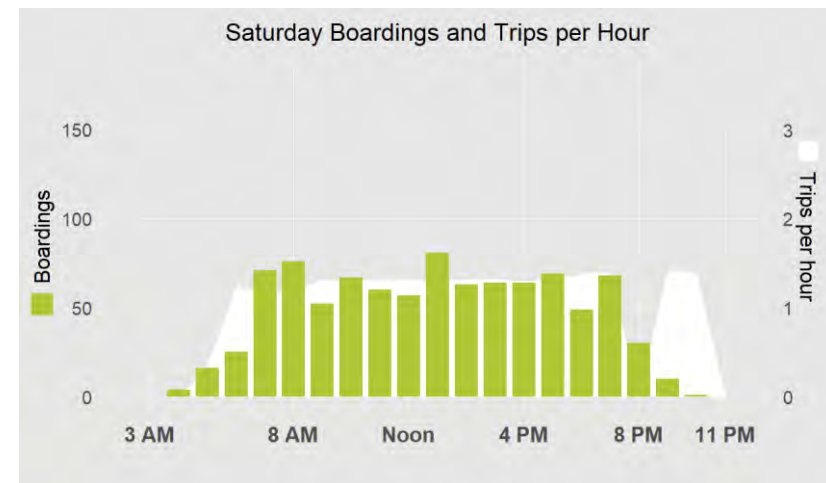
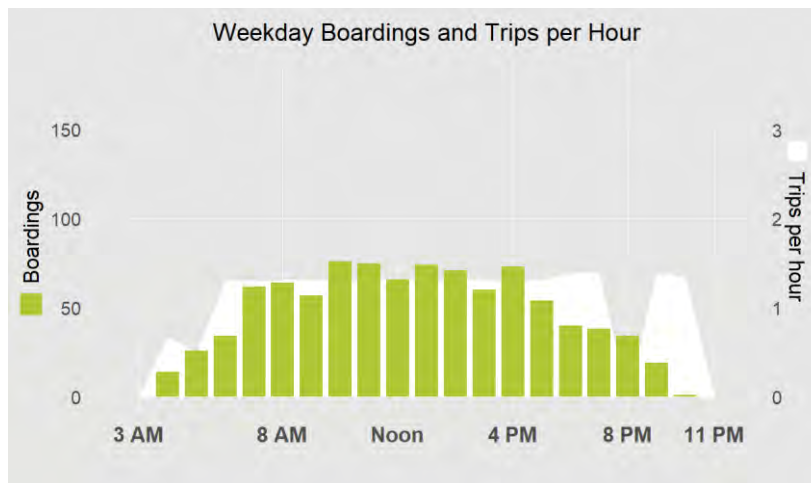
Local

Route 50 provides local service from the Downtown Transit Center to the Eastside Transit Center, mostly along Montana Ave.

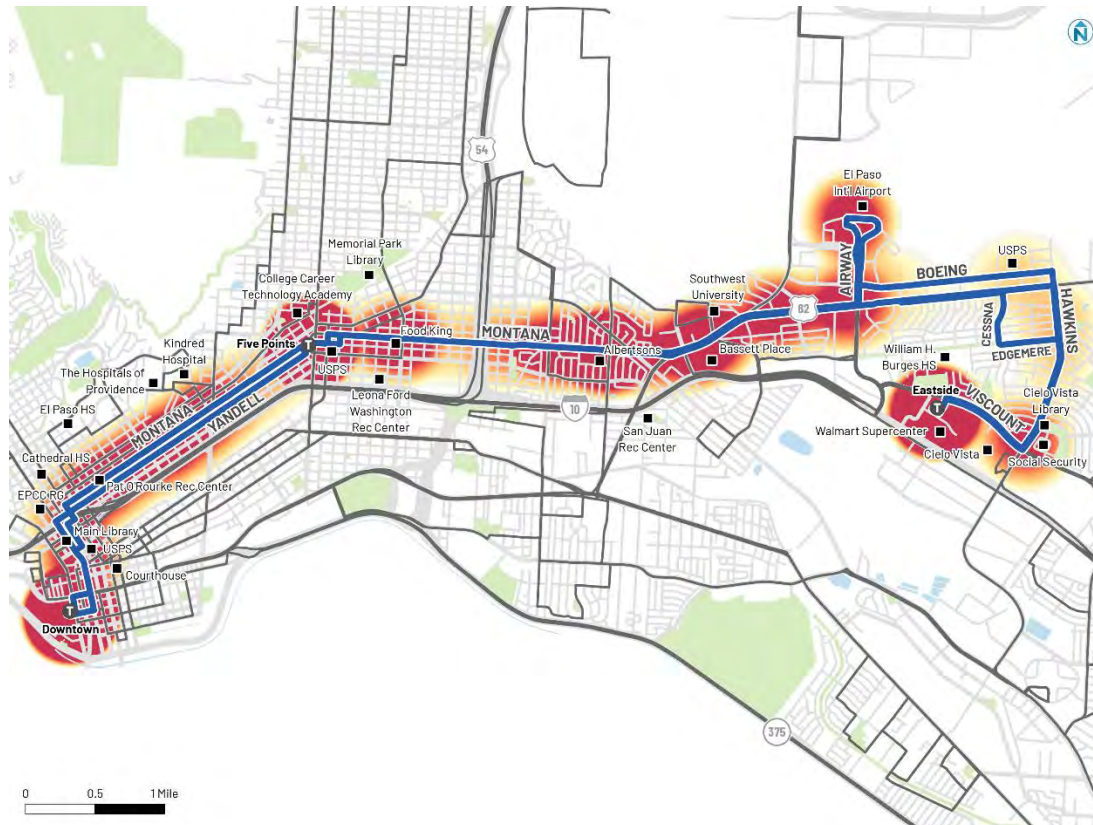
Route 50 runs every 45 minutes from 4:45 AM to 10:30 PM on weekdays. On Saturdays, service starts 45 minutes later than on weekdays.

Ridership is high along all segments of the route, except between Airway Blvd and Viscount Blvd.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	4:45 AM – 10:30 PM	45	3	936	19.0
Saturday	5:30 AM – 10:30 PM	45	3	923	19.7



Ridership Distribution



Strengths

Route 50 is the 6th highest ridership and 8th most productive route in the system.

Ridership is high along all segments of the route, other than between the El Paso International Airport and Viscount Blvd.

Route 50 ridership is consistent throughout the day.

Opportunities

The future Montana BRIO will operate along much of Route 50's current alignment.

Route 51 RC Poe Via Edgemere

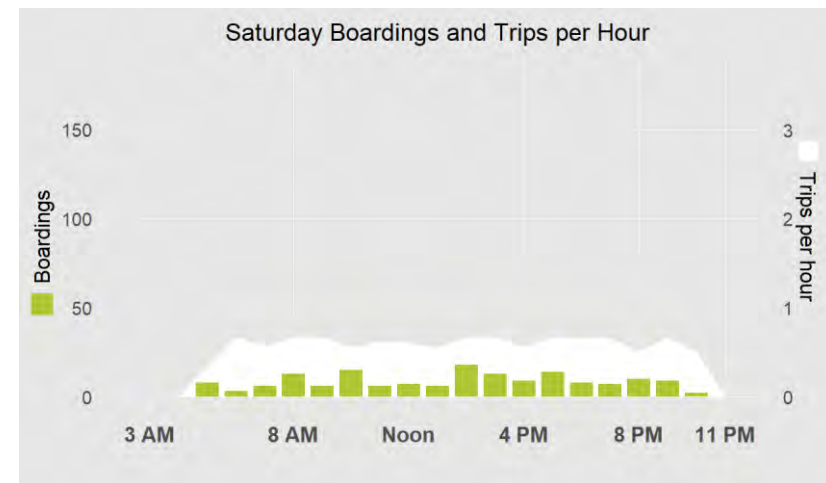
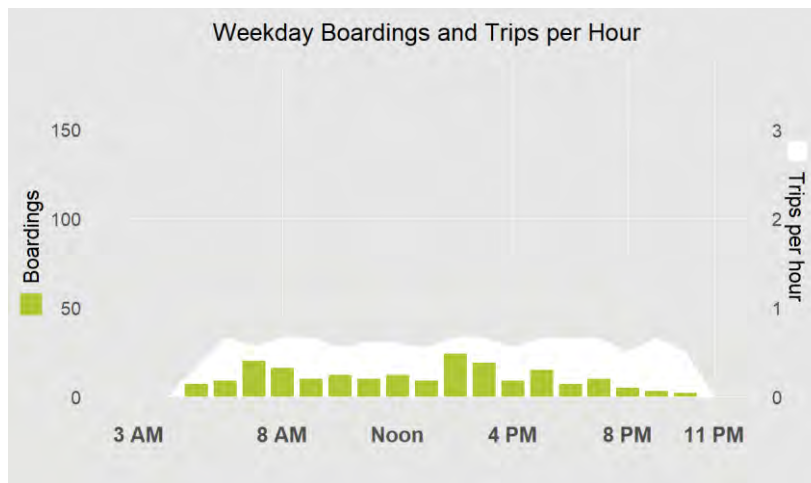
Local

Route 51 provides local service from the Eastside Transit Center to the future Far East Transit Center at Edgemere Blvd at RC Poe Rd, mostly via Edgemere Blvd.

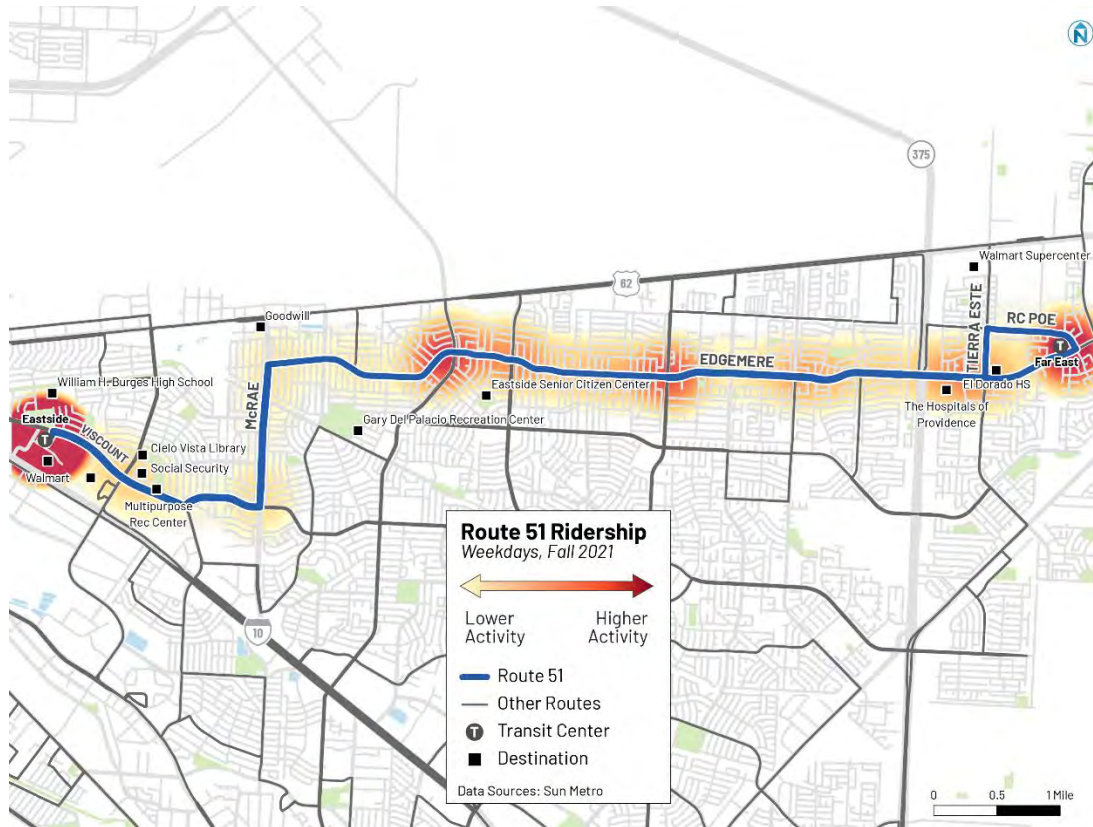
Route 51 runs every 100 minutes from 5:45 AM to 10:15 PM, Monday through Saturday.

Major destinations along the route include the Downtown Transit Center, Walmart Supercenter, Food King, Texas State Health and Human Services, and the future Far East Transit Center.

Service Level	Service Hours	Headways	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:45 AM – 10:15 PM	100	1	196	11.8
Saturday	5:45 AM – 10:15 PM	100	1	157	9.4



Ridership Distribution



Strengths

Route 51 operates in a direct manner between the Eastside and future Far East Transit Centers.

Ridership activity is moderate along most of the route, with the exception of McBae Blvd.

Route 51 has moderate ridership despite running very infrequently.

Opportunities

Route 51 is infrequent with service running every 100 minutes.

Route 51 does not currently connect to a BRIO route, however, it will connect to the future Montana BRIO corridor.

Route 52 RC Poe Via Pebble Hills

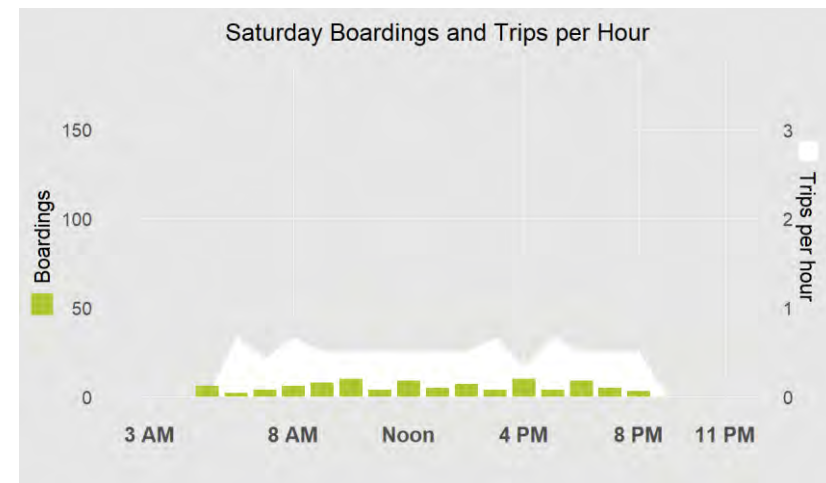
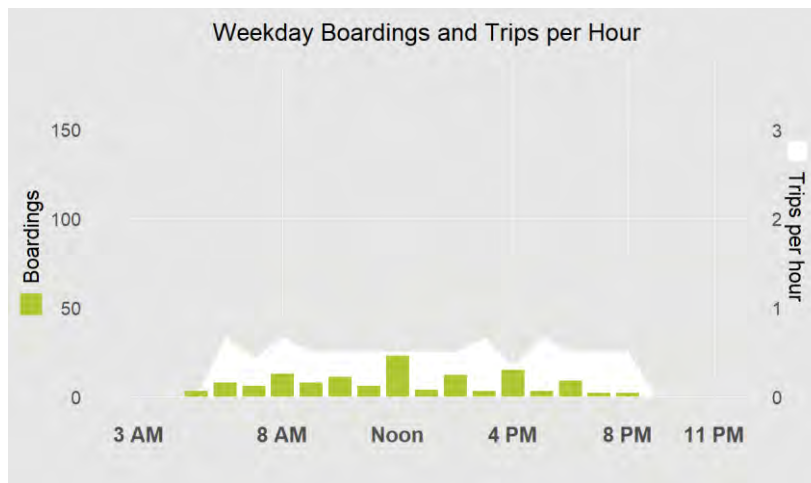
Local

Route 52 provides local service from the Eastside Transit Center to the future Far East Transit Center at Edgemere Blvd at RC Poe Rd, mostly via Pebble Hills Blvd.

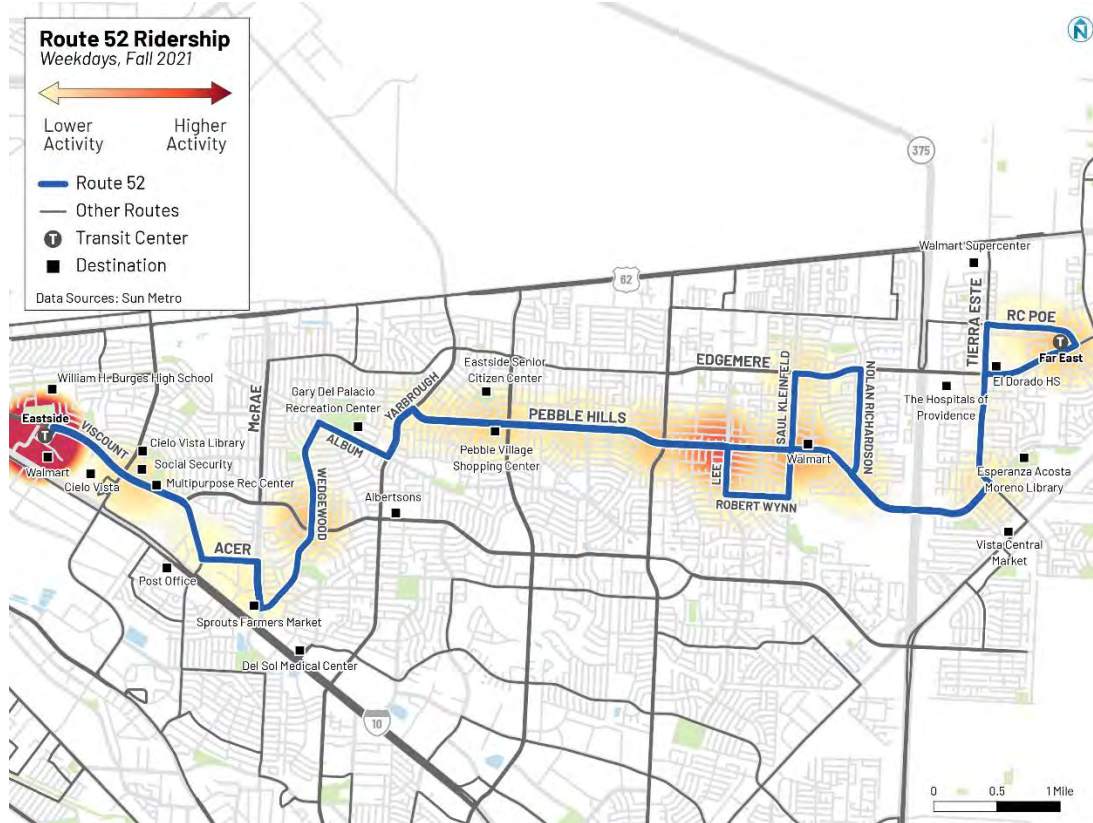
Route 52 runs every 120 minutes from 6:00 AM to 8:45 PM, Monday through Saturday.

Major destinations along the route include the Downtown Transit Center and Walmart Supercenter. Ridership activity is highest along Pebble Hills Blvd.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	6:00 AM – 8:45 PM	120	1	122	8.3
Saturday	6:00 AM – 8:45 PM	120	1	96	6.5



Ridership Distribution



Strengths

Route 52 mostly operates in a direct manner along Pebble Hills between the Eastside and future Far East Transit Centers.

Ridership activity is higher around the Eastside Transit Center and around the intersection of Lee and Pebble Hills. Route 52 has average ridership productivity.

Opportunities

The route lacks bi-directional service between Lee Blvd and Nolan Richardson Dr where it deviates from Pebble Hills.

Route 52 is infrequent with service running every 120 minutes.

Route 52 does not currently connect to a BRIO route, however, it will connect to the future Montana BRIO corridor.

Route 53 George Dieter Via Montwood

Local

Route 53 provides local service from the Eastside Transiter Center to Pebble Hills at Tierra Este along Montwood Dr.

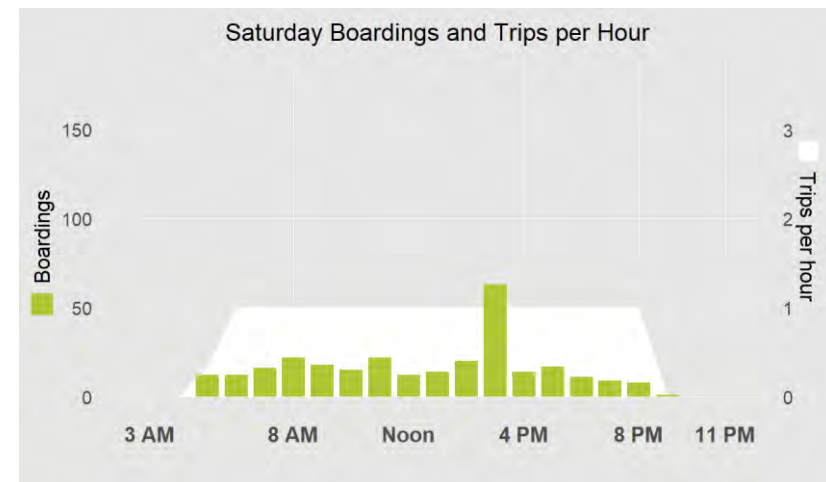
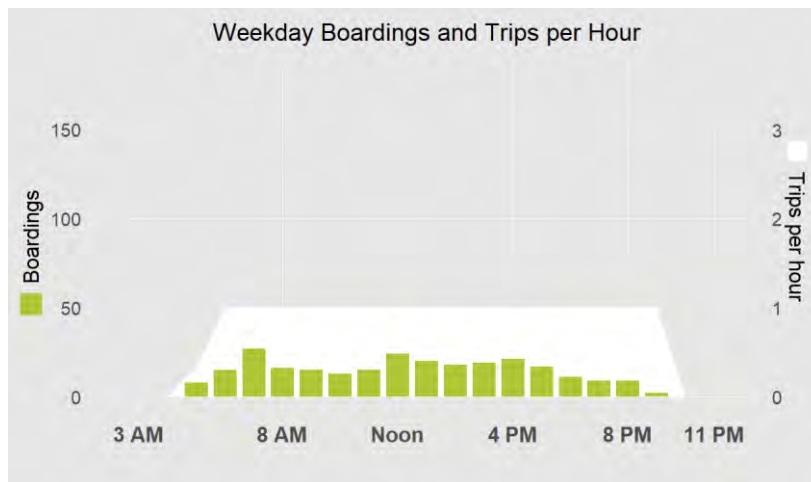
Route 53 runs hourly from 5:30 AM to 9:30 PM on weekdays. On Saturdays, service ends one hour earlier than on weekdays.

Major destinations along the route include the Downtown Transit Center, Walmart Supercenter, Food King, Vista Hills Shopping Center, Eastwood High School, and Montwood Square.

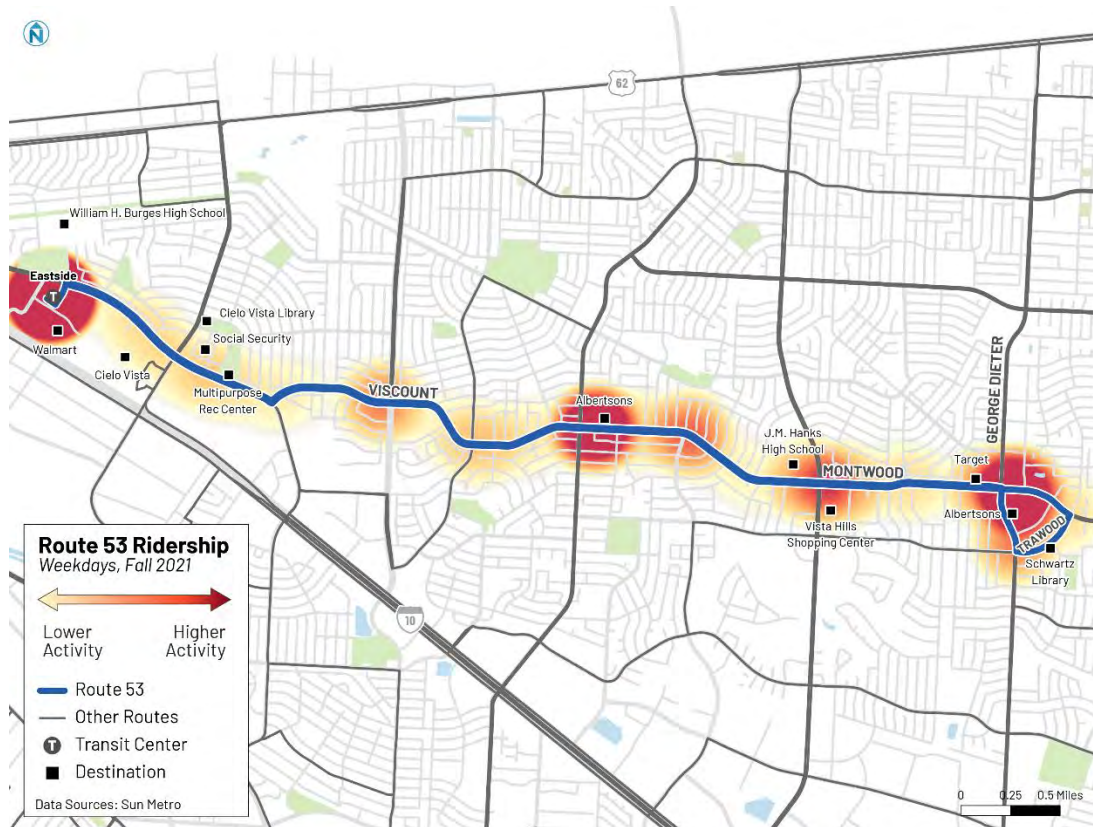
Route 53 was split in August 2020 to create Route 54.



Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:30 AM – 9:30 PM	60	1	246	15.5
Saturday	5:30 AM – 8:30 PM	60	1	258	16.2



Ridership Distribution



Strengths

Route 53 operates in a direct manner along Viscount and Montwood Dr between the Eastside Transit Center with Montwood Square.

Route 53 serves a diverse mix of commercial destinations, schools, and high-density housing.

Route 53 has higher ridership productivity than most Eastside routes.

Opportunities

Route 53 does not currently connect to a BRIO route, however, it will connect to the future Montana BRIO corridor.

Route 54 RC Poe Via Montwood

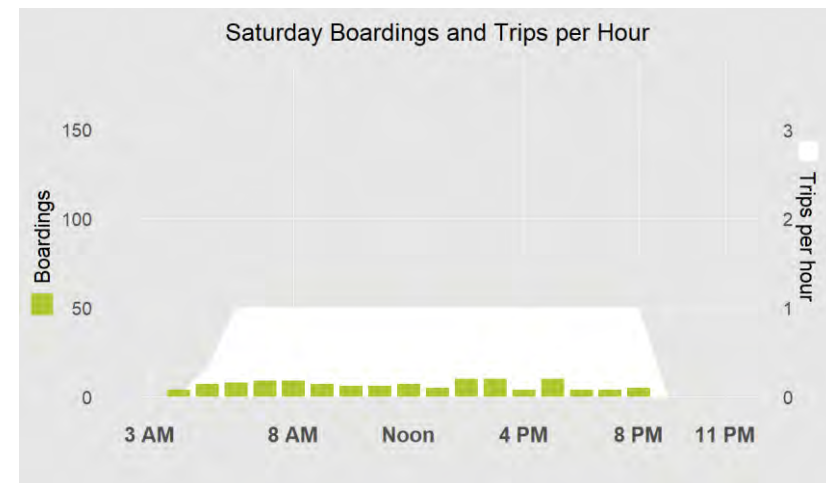
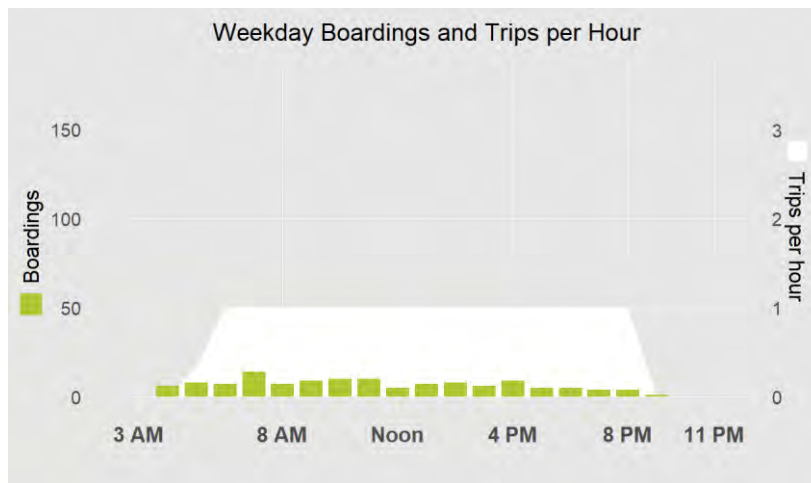
Local

Route 54 offers service from Montwood Square to the future Far East Transit Center at Edgemere Blvd at RC Poe Rd.

Route 54 runs every 60 minutes from 5:30 AM to 9:00 PM on weekdays. On Saturdays, service ends 45 minutes earlier than on weekdays.

Route 54 was introduced in August 2020, being previously the eastern half of Route 53.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:30 AM – 9:00 PM	60	1	64	4.0
Saturday	5:30 AM – 8:15 PM	60	1	84	5.3



Ridership Distribution



Strengths

Route 54 connects Route 53 and Montwood Square with the future Far East Transit Center.

Ridership activity is moderate at Montwood High School and El Paseo Marketplace

Opportunities

Route 54 is one of the lowest ridership and least productive routes in the system.

Route 54 does not currently connect to a BRIO route, however, it will connect to the future Montana BRIO corridor.

Route 56 RC Poe/Far East

Feeder

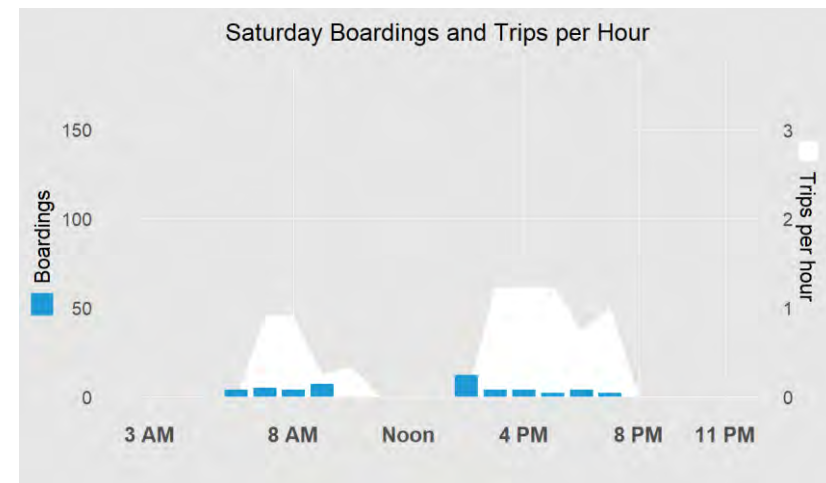
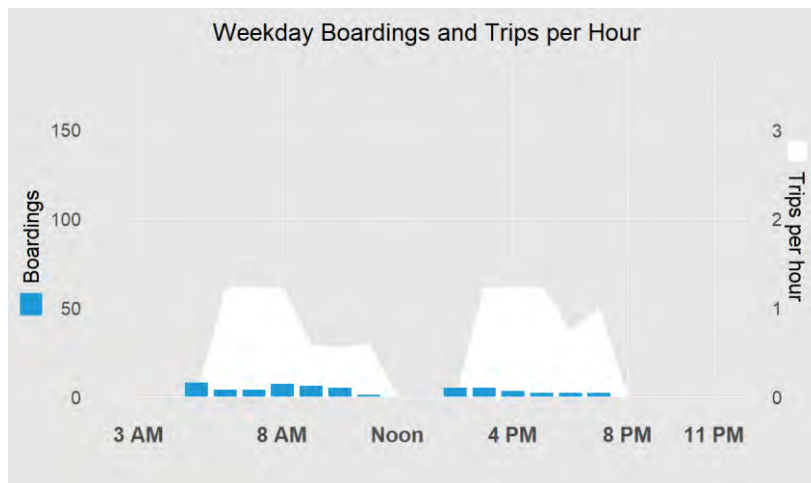
Route 56 provides feeder service from the Pebble Hills High School area to the future Far East Transit Center.

Route 56 runs every 45 minutes from 6:15 AM to 7:00 PM on weekdays. On Saturdays, service starts 45 minutes later than on weekdays.

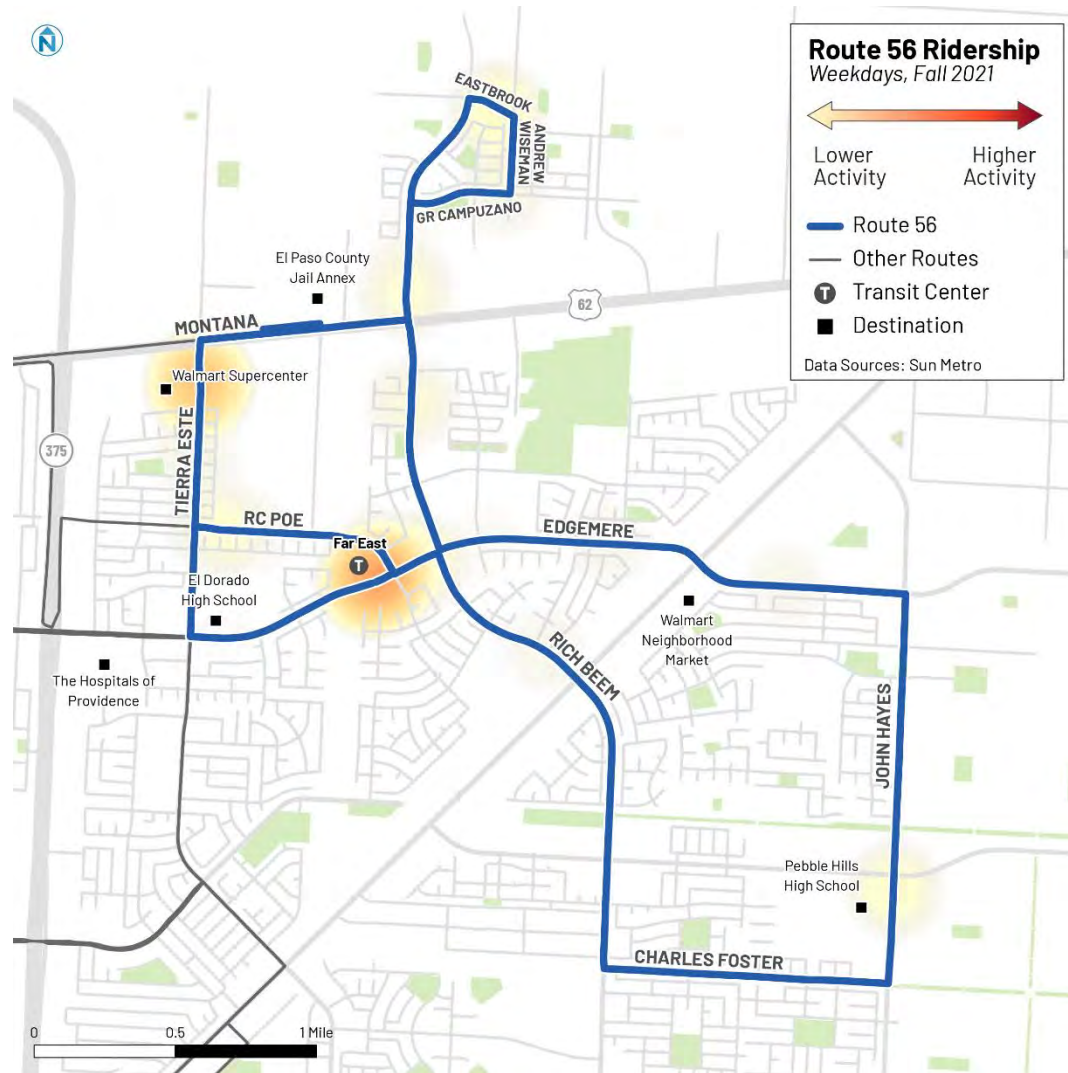
Destinations along the route include Walmart Supercenter, Pebble Hills High School, and El Dorado High School.

Route 56 was introduced in August 2020.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	6:15 AM – 7:00 PM	45	1	26	2.7
Saturday	7:00 AM – 7:00 PM	45	1	33	4.0



Ridership Distribution



Strengths

Route 56 consists of multiple large loops, which forces riders to travel out of direction a significant distance.

Ridership activity is higher around the future Far East Transit Center and Walmart Supercenter.

Opportunities

Route 56 is one of the lowest ridership and least productive routes in the system.

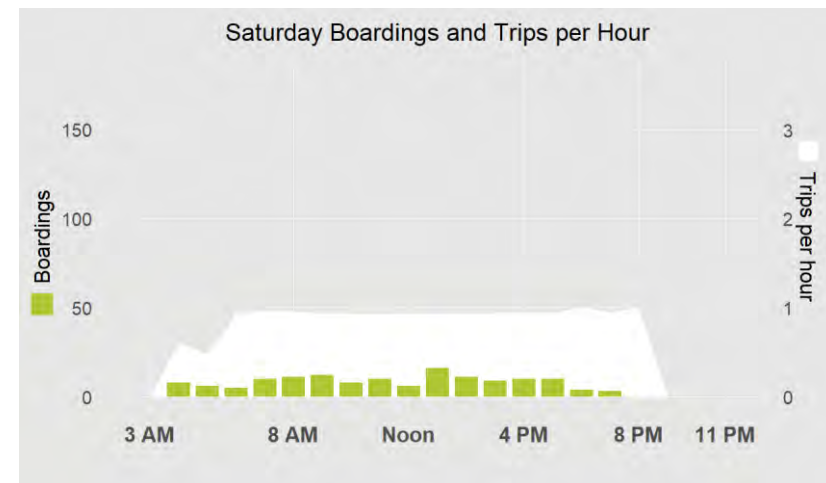
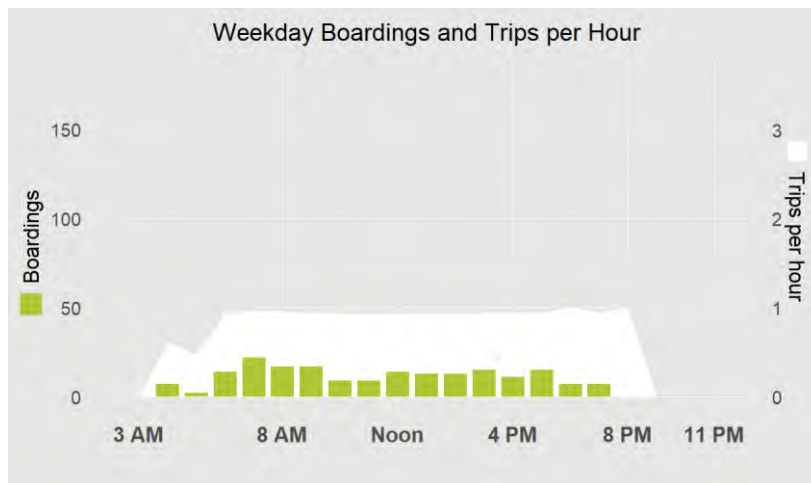
Route 56 has a midday service gap between 11:30 AM and 3:20 PM.

Route 58 Montana/Turner

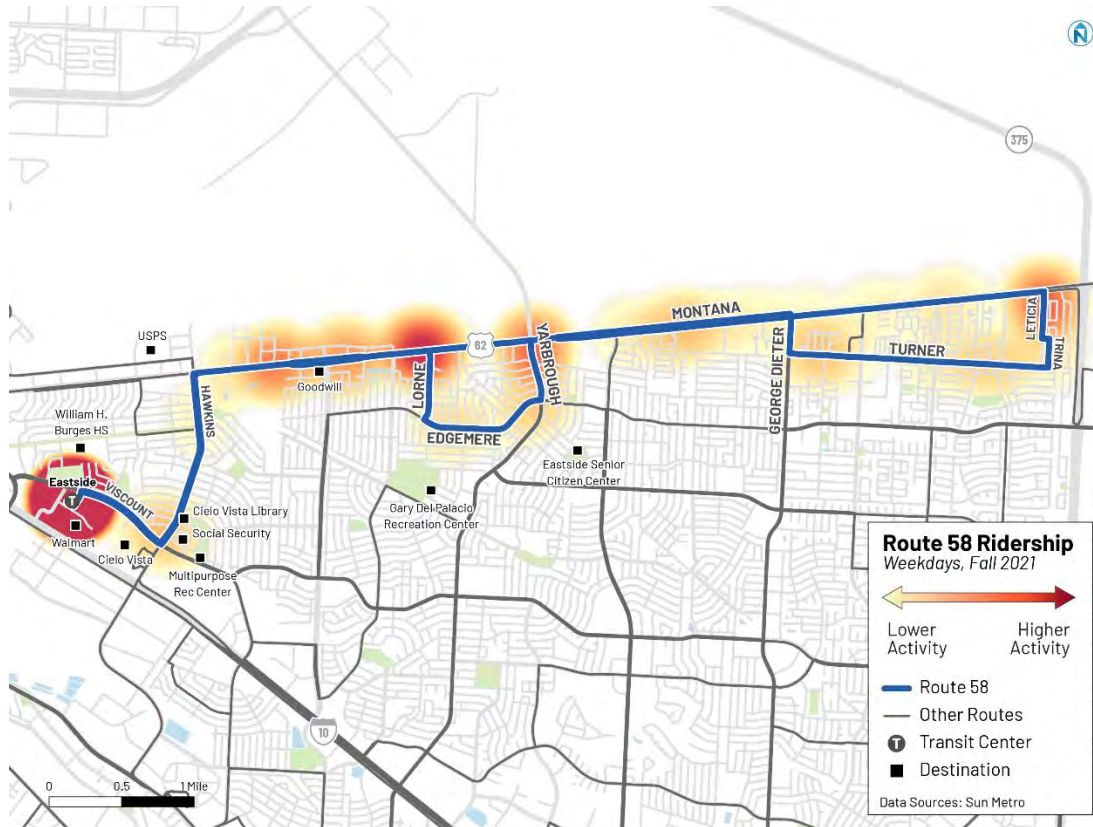
Local

Route 58 provides local service along Montana Ave from Hawkins Blvd to just west of Joe Battle Blvd. Route 58 terminates at the Eastside Transit Center on its western end. Route 58 runs every 65 minutes from 4:45 AM to 8:00 PM, Monday through Saturday. Major destinations along the route include the Eastside Transit Center and Walmart Supercenter. Ridership activity is highest along Montana Ave between Hawkins Blvd and Yarbrough Dr.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	4:45 AM – 8:00 PM	65	1	193	12.6
Saturday	4:45 AM – 8:00 PM	65	1	140	9.1



Ridership Distribution



Strengths

Ridership activity is highest at the Eastside Transit Center and at Sun Metro headquarters on Montana Ave.

Route 58 has average ridership productivity.

Opportunities

Route 58's mid-route westbound deviation to Edgemere Blvd generates low ridership.

Route 58 is infrequent with service running every 65 minutes.

The future Montana BRIO will operate along much of Route 58's current alignment.

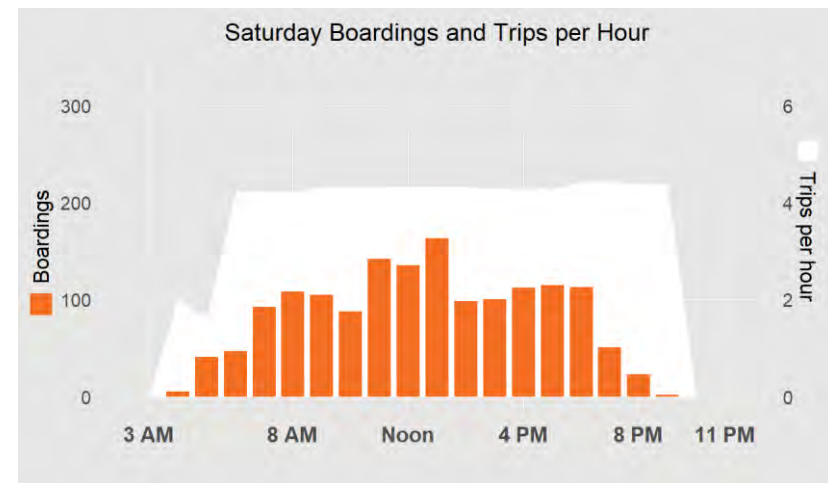
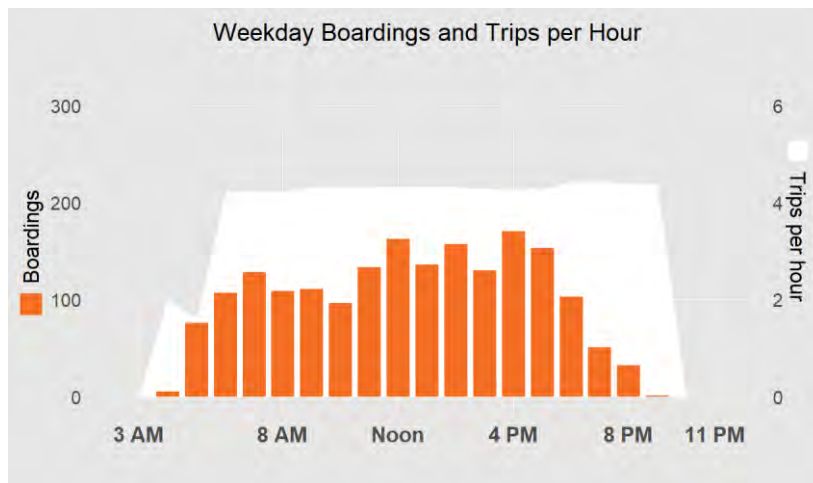
Route 59 Eastside Connector

Express

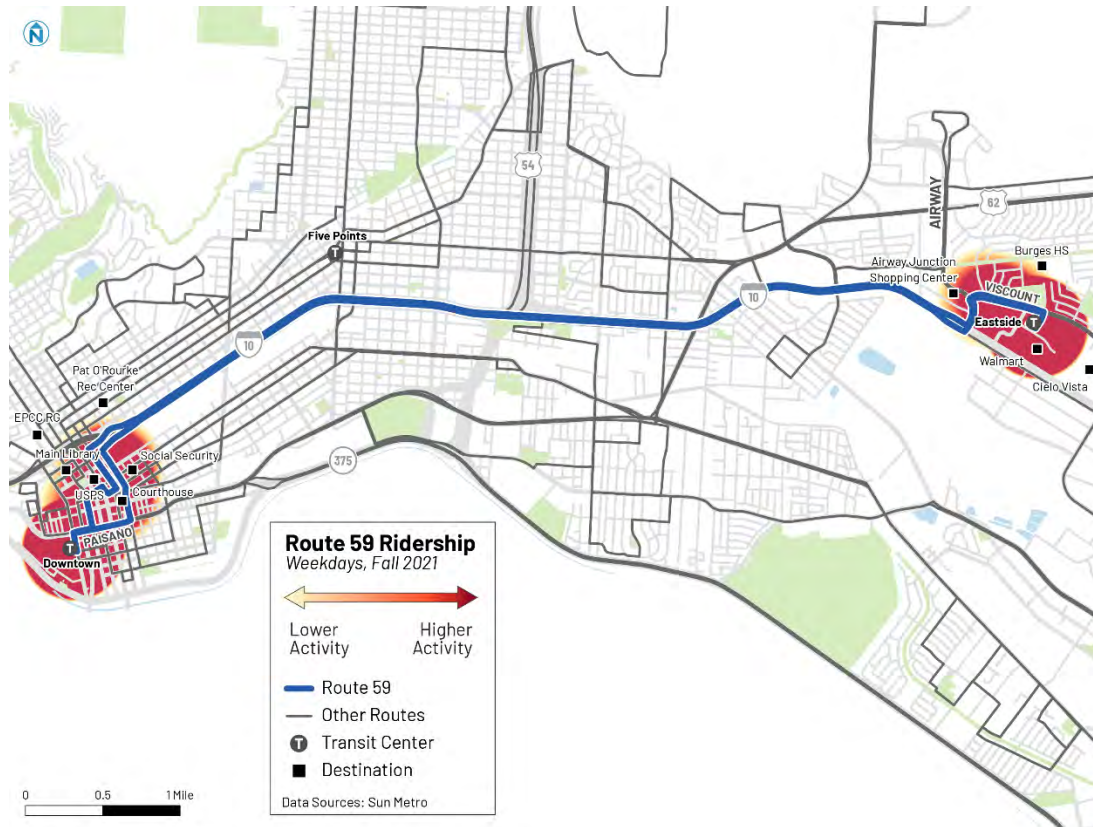
Route 59 provides express service from the Downtown Transit Center to the Eastside Transit Center.

Route 59 runs every 14 minutes from 4:45 AM to 9:00 PM, Monday through Saturday.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	4:45 AM – 9:00 PM	14	4	1,858	29.7
Saturday	4:45 AM – 9:00 PM	14	4	1,539	24.6



Ridership Distribution



Strengths

Route 59 is the 4th highest ridership and most productive route in the system.

Route 59 operates very frequently.

As an Express service, Route 59 has 2 stops near downtown and the Government District area, and 2 stops near the end of line at the Eastside Transit Center.

Walmart Supercenter and Cielo Vista Mall are popular destinations that draw a significant number of riders.

Opportunities

Route 59 ridership may be impacted when the BRIO Montana corridor is implemented.

Route 60 Socorro/Zaragoza Bridge

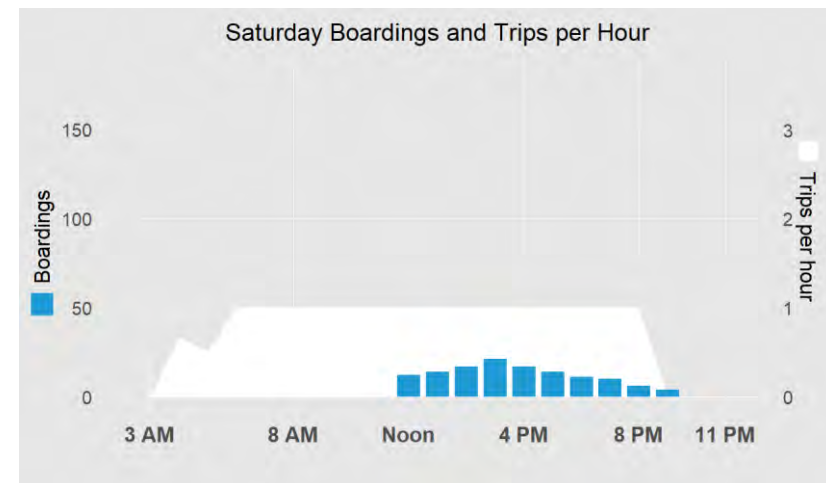
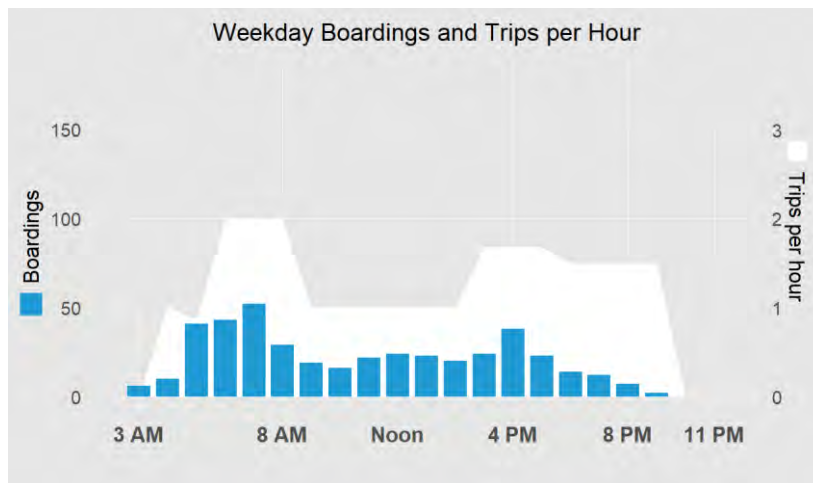
Feeder

Route 60 provides feeder service to the Mission Valley Transit Center to from the Zaragoza Bridge and neighborhoods east of Americas Ave between Socorro Rd and Alameda Ave.

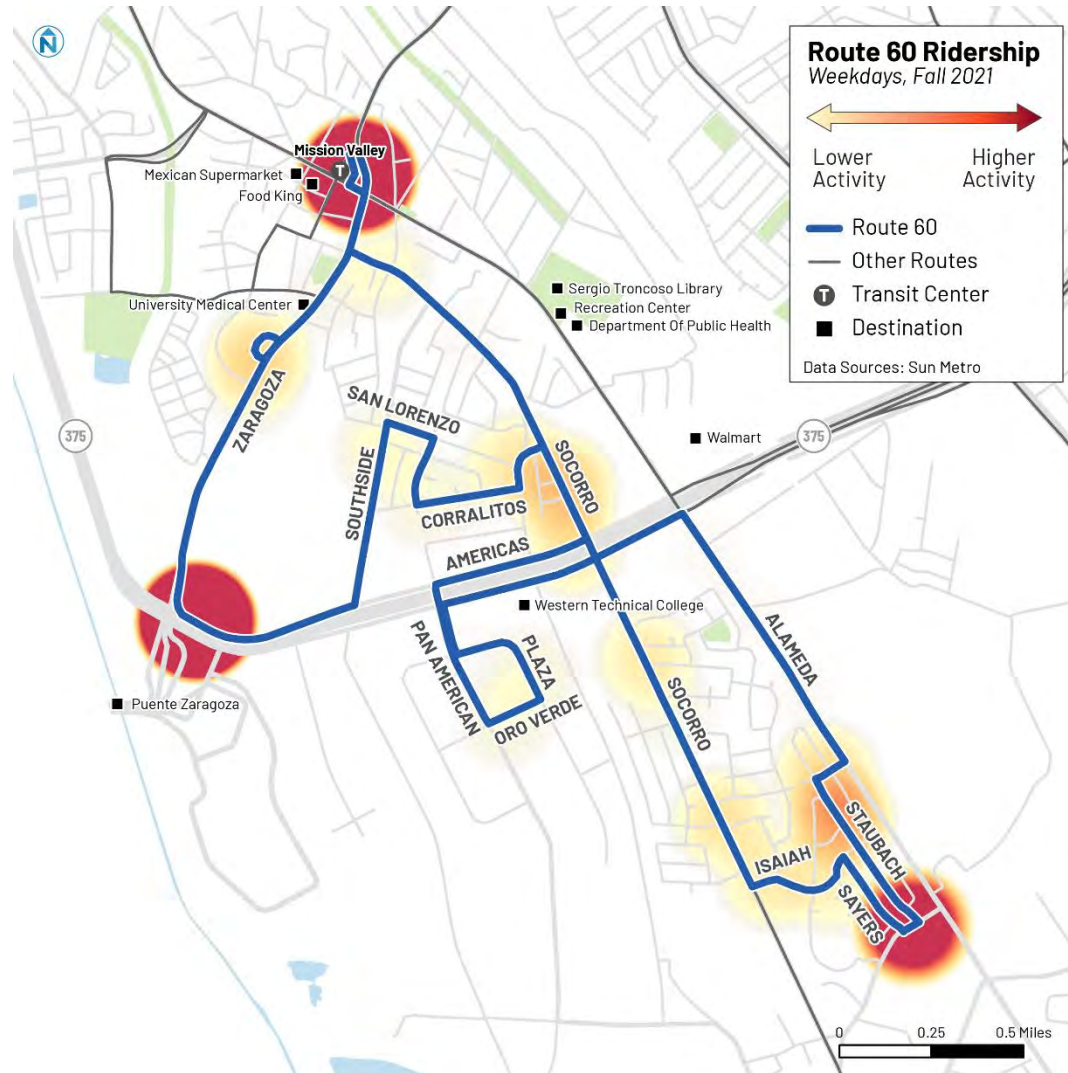
Route 60 runs every 30-60 minutes from 4:30 AM to 9:30 PM on weekdays. On Saturdays, service ends one hour earlier than on weekdays.

Ridership activity along the route is highest at the Mission Valley Transit Center, near the Zaragoza Bridge, and the intersection of Nevarez and Staubach.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	4:30 AM – 9:30 PM	30-60	2	405	17.0
Saturday	4:30 AM – 8:30 PM	60	1	126	9.6



Ridership Distribution



Strengths

Route 60 provides an important connection from the Zaragoza Bridge to the Mission Valley Transit Center.

Route 60 the 9th highest ridership and 12th most productive route in the system.

Opportunities

Route 60 consists of multiple large loops, which forces riders to travel out of direction a significant distance.

Route 60 shares several segments with the more direct Route 89 Zaragoza Bridge Circulator.

Route 61 DTC Via Alameda

Local

Route 61 provides local service along Alameda Ave between the Downtown Transit Center to Alameda at Carolina Dr.

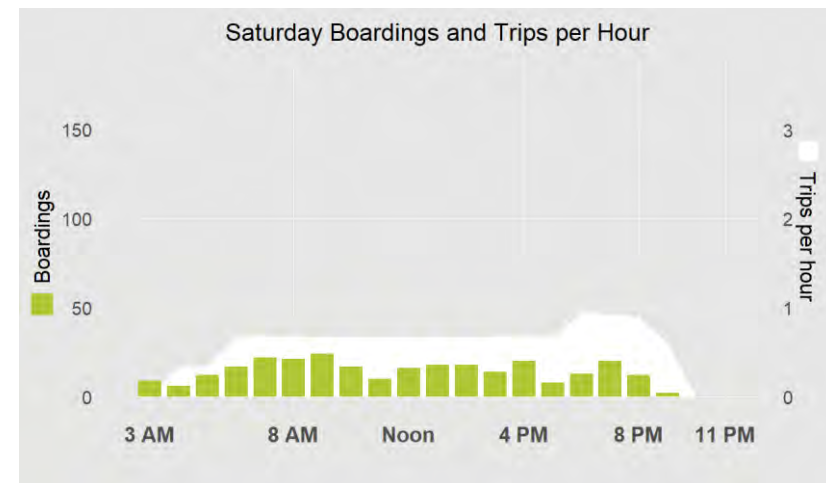
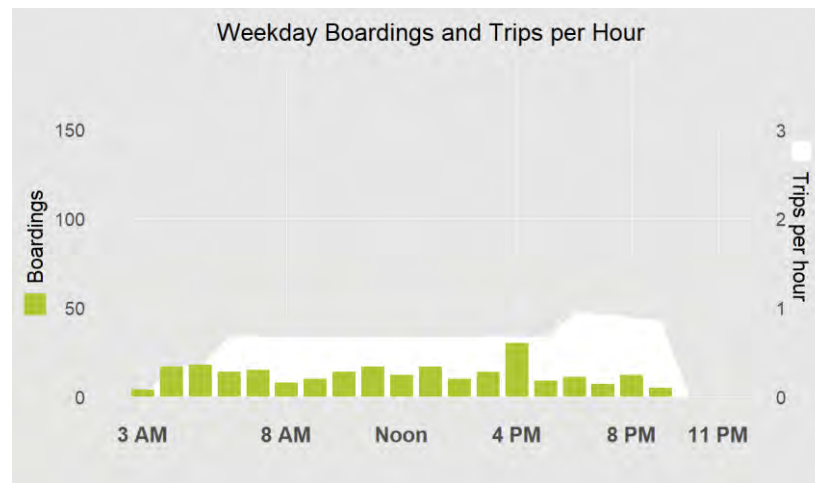
Route 61 runs every 90 minutes from 4:30 AM to 9:45 PM on weekdays. On Saturdays, service ends 30 minutes earlier than on weekdays.

Major destinations along the route include the Downtown Transit Center, University Medical Center, and Fox Plaza Shopping Center.

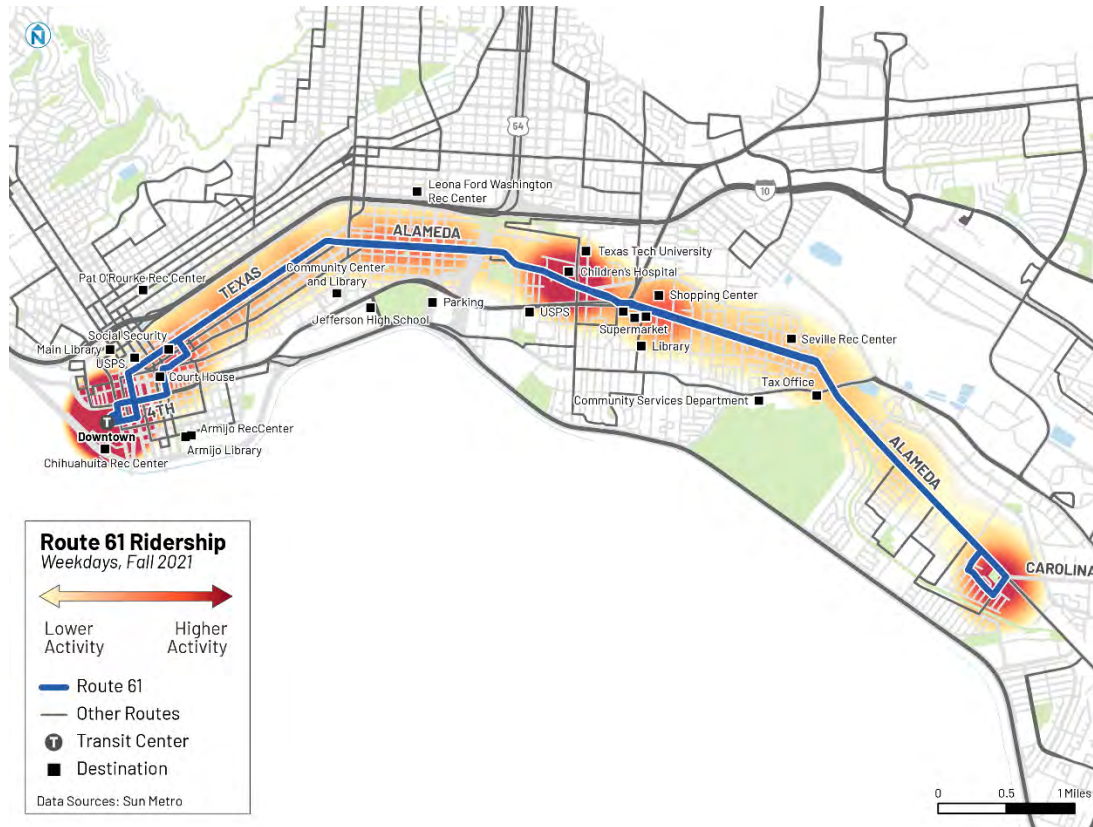
In August of 2020 this route was split, creating Route 64, which connects at Alameda at Carolina.



Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	4:30 AM – 9:45 PM	90	1	240	13.9
Saturday	4:30 AM – 9:15 PM	90	1	277	16.5



Ridership Distribution



Strengths

Route 61 provides underlying local service along the Alameda BRIO corridor.

Route 61 has higher ridership and productivity on Saturdays than on weekdays.

Opportunities

Route 61 also duplicates some service on Alameda with Route 62.

Route 61 does not have timed connections with Route 64.

Route 61 is infrequent with service running every 90 minutes.

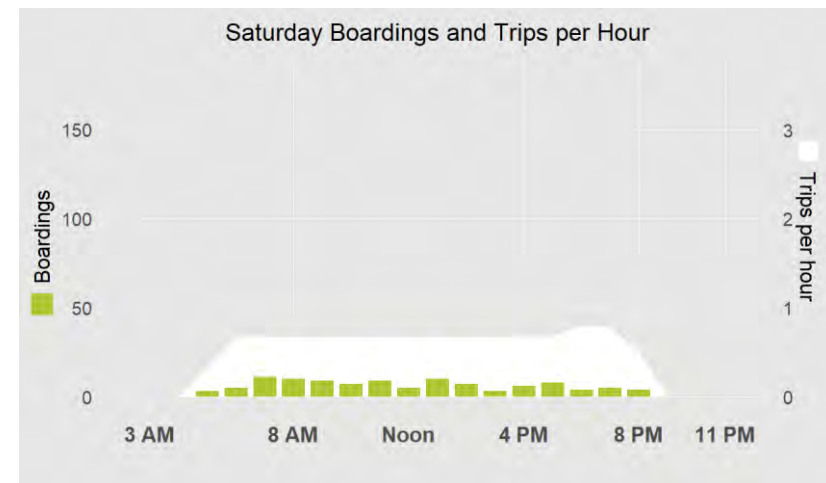
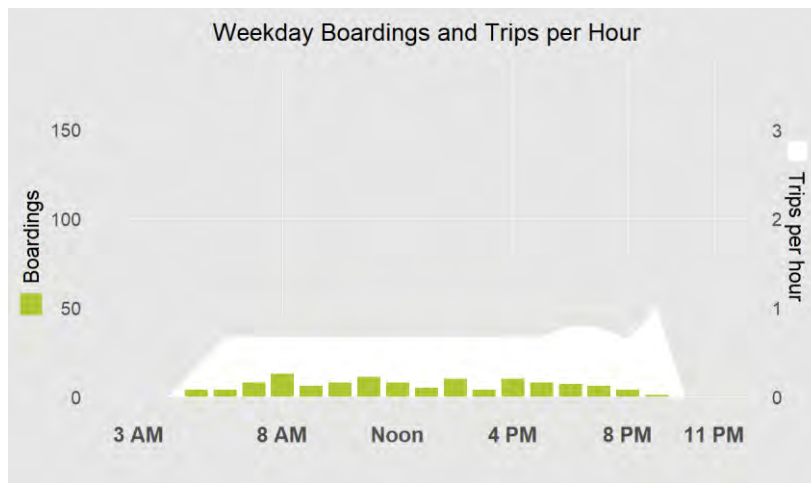
Route 62 Government District Via Lakeside

Local

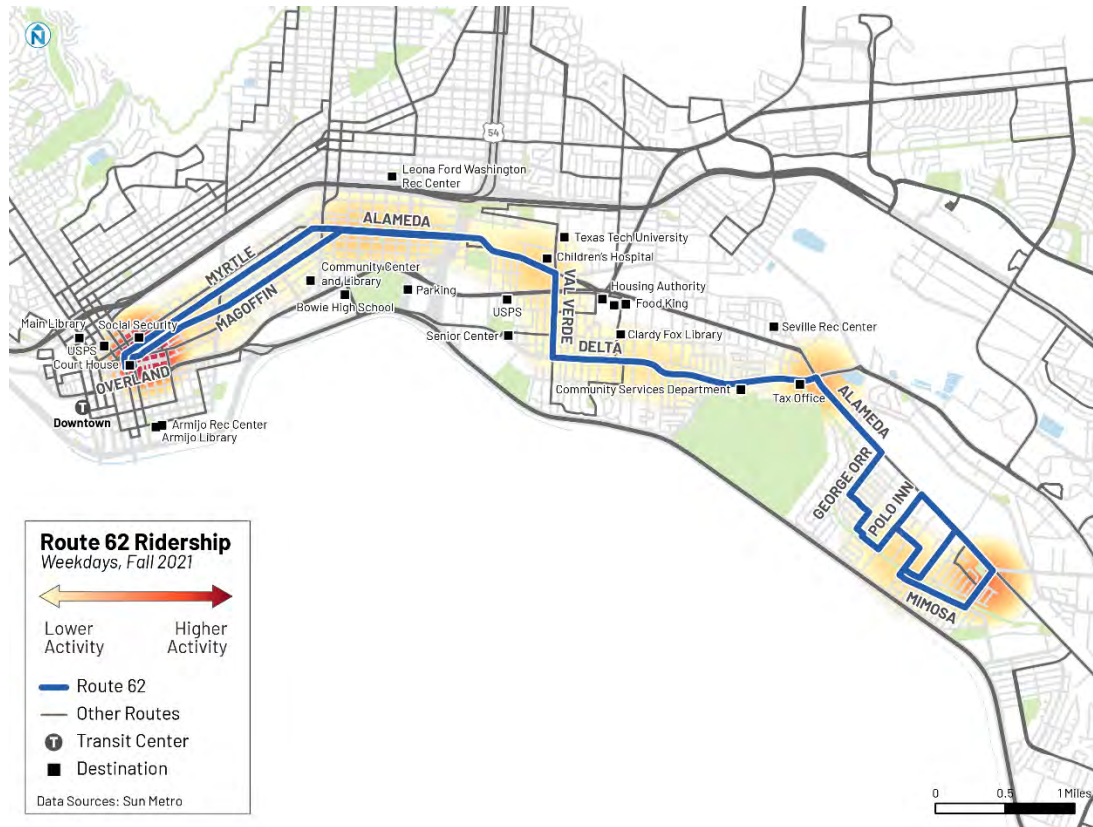
Route 62 provides local service between the Downtown Transit Center and Carolina Dr. The route deviates from Alameda Ave. to serve the Val Verde and Hidden Valley neighborhoods.

Route 62 runs every 90 minutes from 5:45 AM to 9:15 PM on weekdays. On Saturdays, service ends 45 minutes earlier than on weekdays.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:45 AM – 9:15 PM	90	1	71	4.6
Saturday	5:45 AM – 8:30 PM	90	1	78	5.1



Ridership Distribution



Strengths

Route 62 provides local stop service along some segments of the Alameda BRIO corridor.

Opportunities

Route 62 is one of the lowest ridership and least productive routes in the system.

Ridership is low along most segments of the route, except for its endpoints.

Route 62 does not serve any transit centers.

Route 62 is infrequent with service running every 90 minutes.

Route 63 Mission Valley via Eastside Terminal

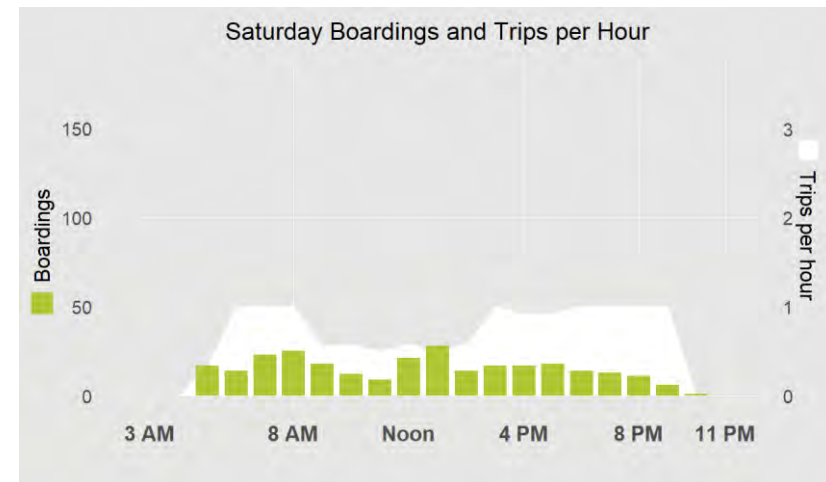
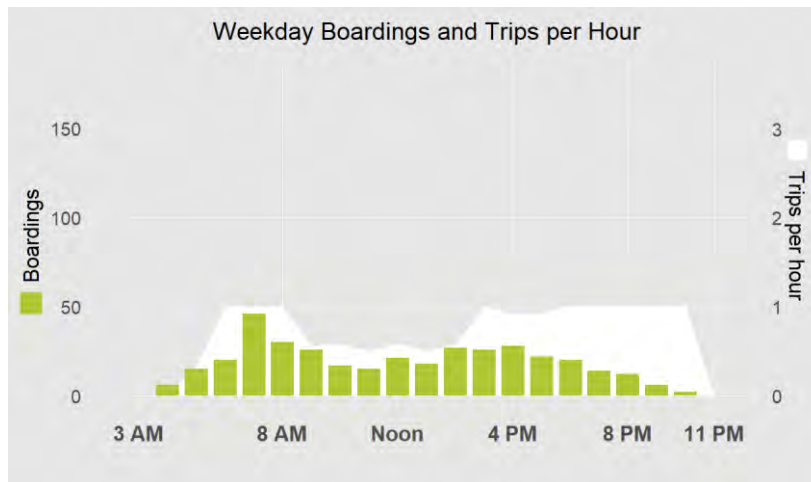
Local

Route 63 provides crosstown local service from the Eastside Transit Center to the Mission Valley Transit Center.

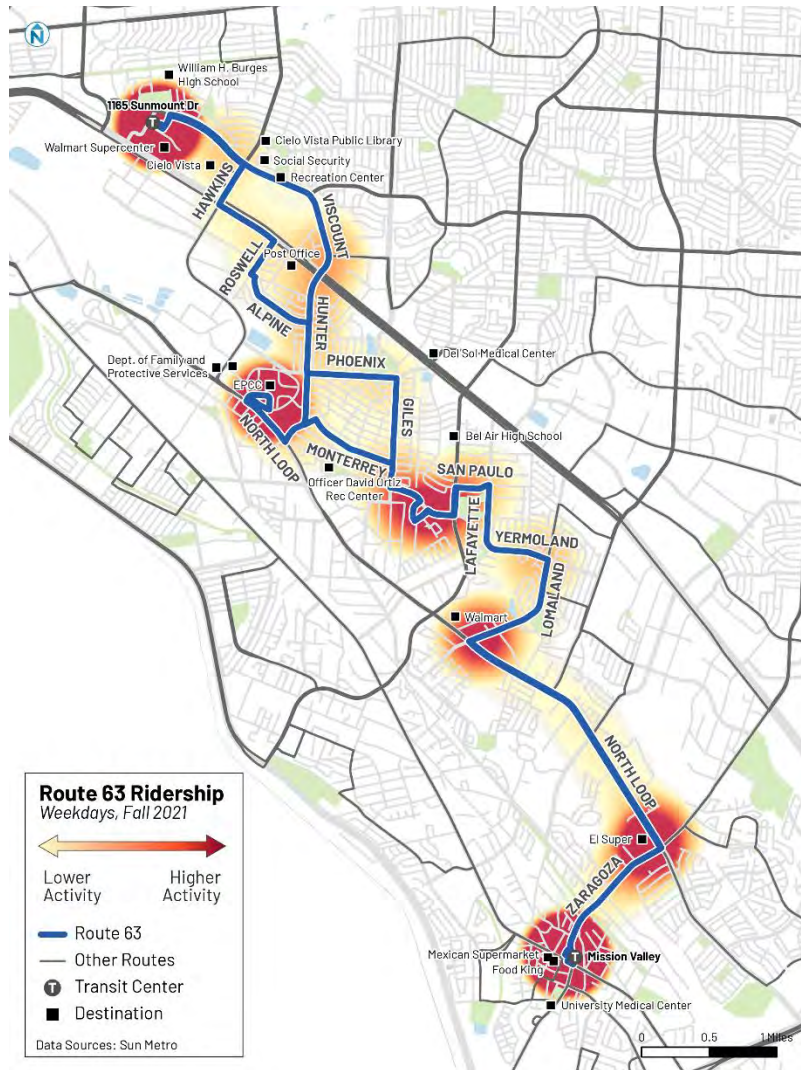
Route 63 runs every 60-120 minutes from 5:30 AM to 10:30 PM on weekdays. On Saturdays, service ends one hour earlier than on weekdays.

Major destinations along the route include the Eastside Transit Center, Walmart Supercenter, El Paso Community College Valle Verde Campus, and the Mission Valley Transit Center. Ridership activity is also at El Paso Towers, Zaragoza Village Shopping Center, and Plaza de Flores Shopping Center.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:30 AM – 10:30 PM	60 -120	2	362	13.4
Saturday	5:30 AM – 9:30 PM	60 -120	2	278	10.3



Ridership Distribution



Strengths

Route 63 serves several major destinations.

Route 63 has strong ridership and productivity.

Opportunities

While Route 63 is mostly bi-directional, some segments are one-way, which forces riders to access service at different locations depending on their direction of travel.

The one-way segments of Route 63 have lower ridership than bi-directional segments.

Route 63 is infrequent during the midday periods, with service running every 120 minutes.

Route 64 Mission Valley via Alameda

Local

Route 64 provides local service along Alameda Ave between Carolina Dr and the Mission Valley Transit Center.

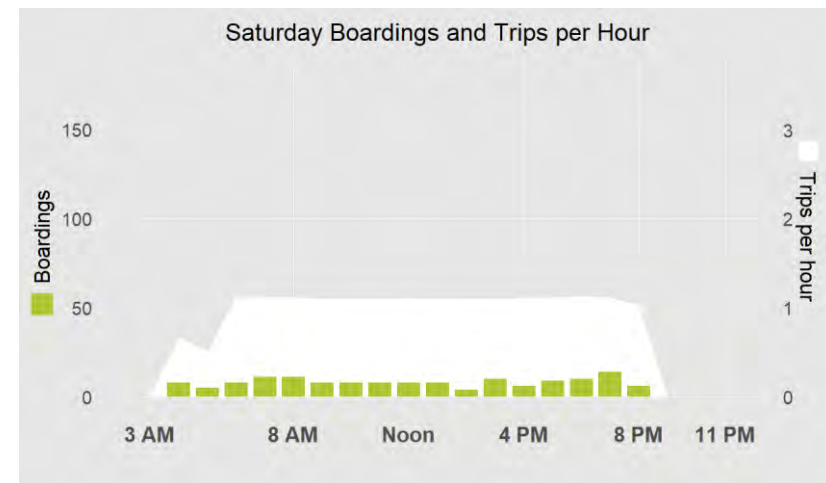
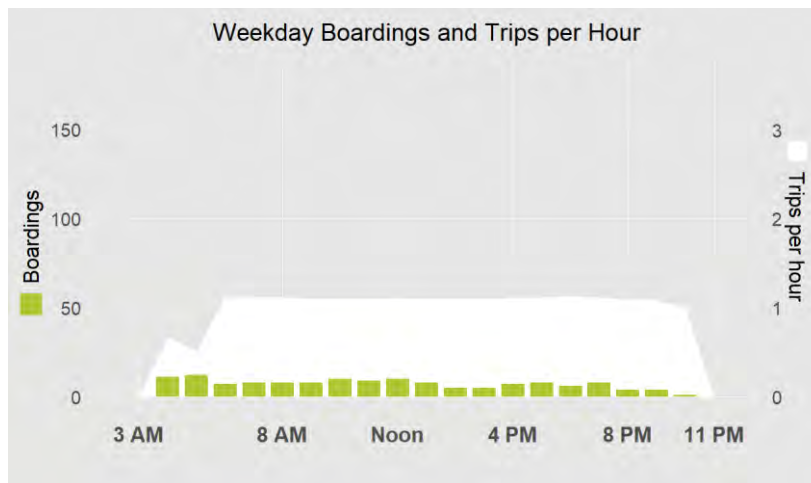
Route 64 runs hourly from 4:45 AM to 10:00 PM on weekdays. On Saturdays, service starts ends nearly two hour earlier than on weekdays.

Major destinations along the route include the Mission Valley Transit Center and Ysleta High School.

Route 64 was introduced in August 2020, being previously the eastern half of Route 61.



Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	4:45 AM – 10:00 PM	60	1	100	5.8
Saturday	4:45 AM – 8:15 PM	60	1	95	5.8



Ridership Distribution



Strengths

Route 64 provides local stop service along segments of the Alameda BRIO corridor.

Opportunities

Route 64 does not have timed connections with Route 61.

While the mid-route deviation to Yarbrough Dr generates moderate ridership, it also forces many riders to travel approximately 12 minutes out of direction on each trip.

Route 65 Valle Verde via Paisano

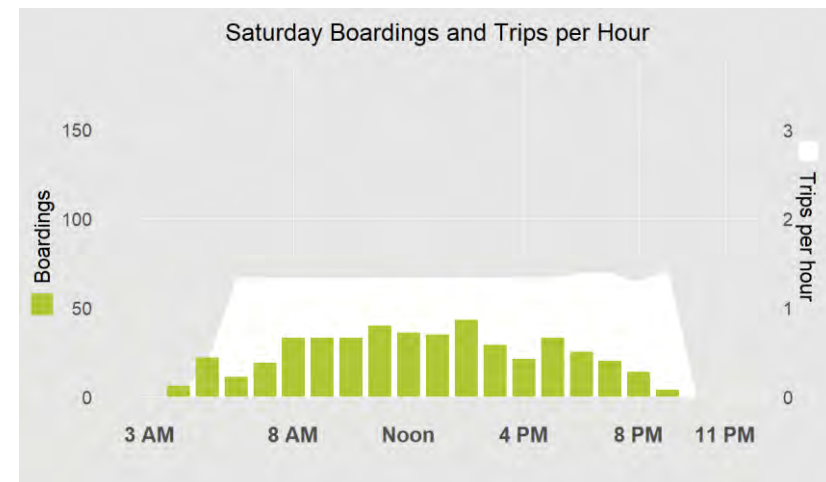
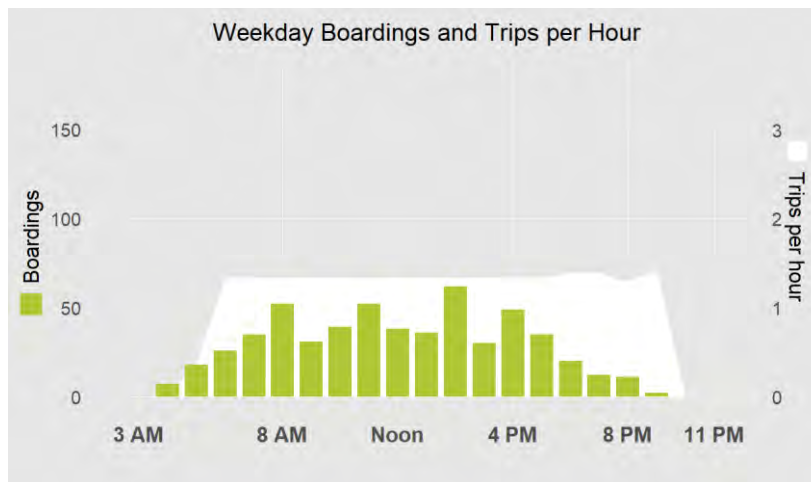
Local

Route 65 provides local service from the Downtown Transit Center to El Paso Community College Valle Verde Campus.

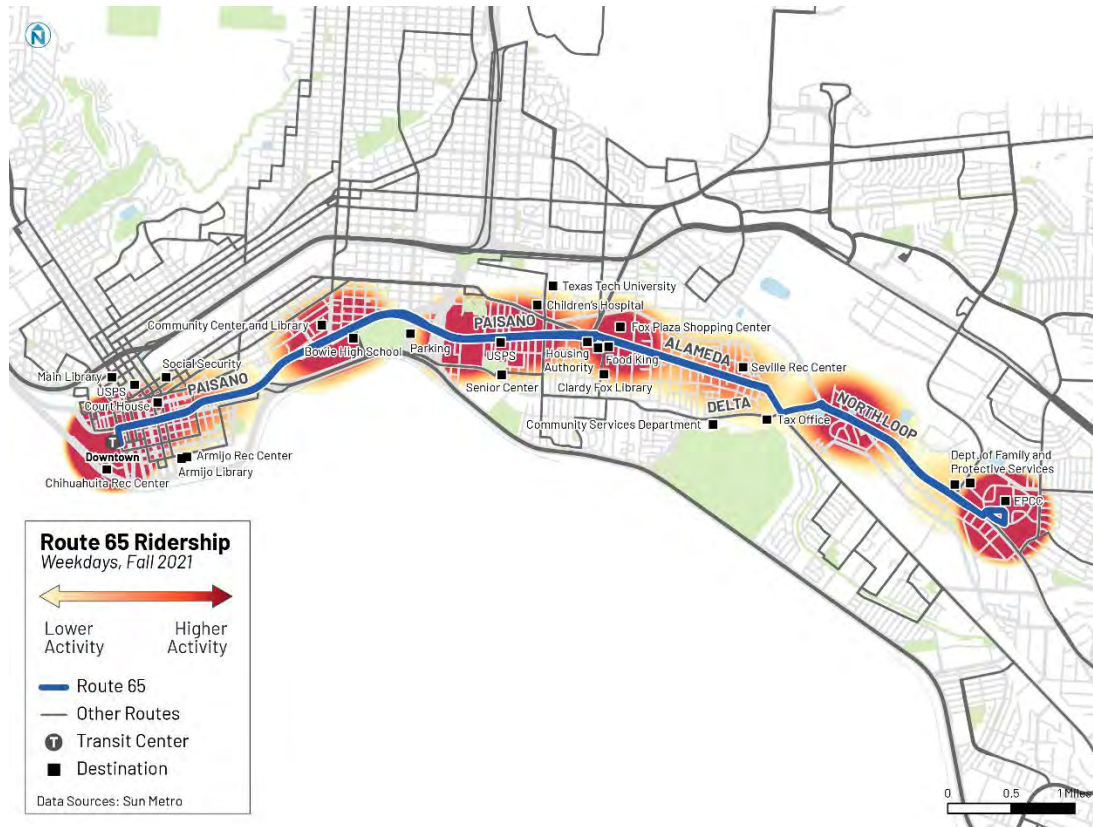
Route 65 runs every 45 minutes from 5:15 AM to 9:30 PM, Monday through Saturday.

Ridership activity is high along the entire route.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:15 AM – 9:30 PM	45	2	552	17.6
Saturday	5:15 AM – 9:30 PM	45	2	456	14.5



Ridership Distribution



Strengths

Route 65 is in the 7th highest ridership and 10th most productive route in the system.

Route 65 provides local stop service along segments of the Alameda BRIO corridor.

Route 65 operates direct service on Paisano Dr, Alameda Ave, and North Loop Dr.

Ridership is consistent throughout the day.

Opportunities

Route 65 duplicates service with Route 66 between Fox Plaza Shopping Center and El Paso Community College Valle Verde Campus.

Route 66 Valle Verde via North Loop

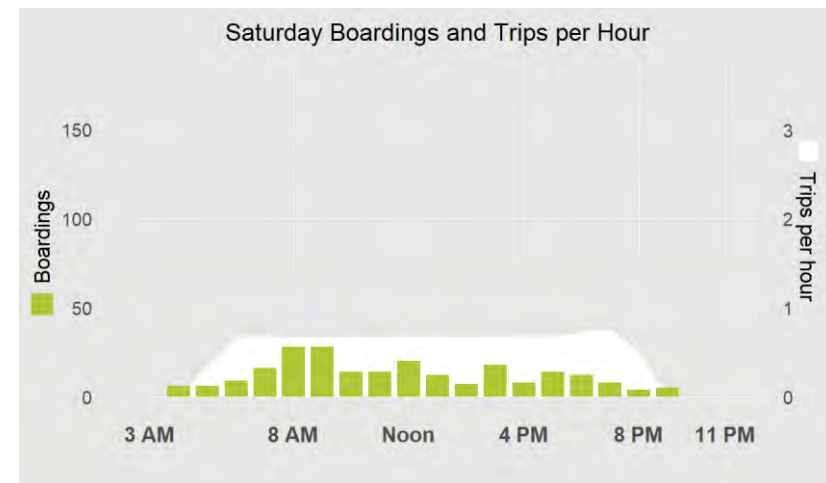
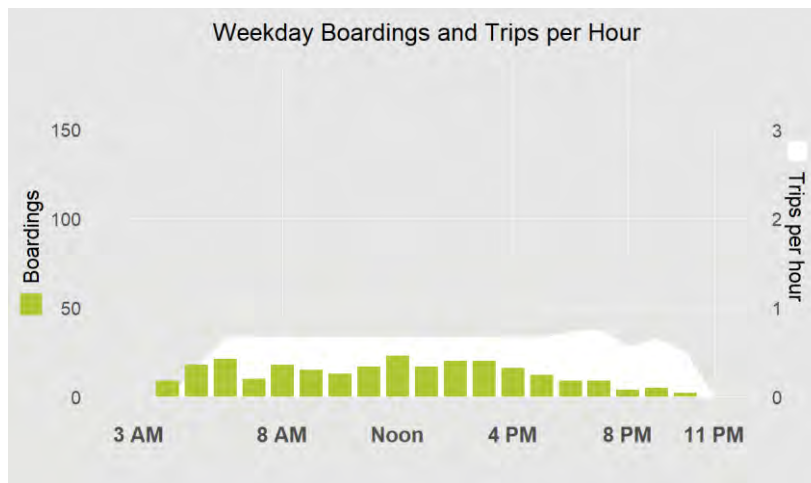
Local

Route 66 provides local service from the Downtown Transit Center to El Paso Community College Valle Verde Campus.

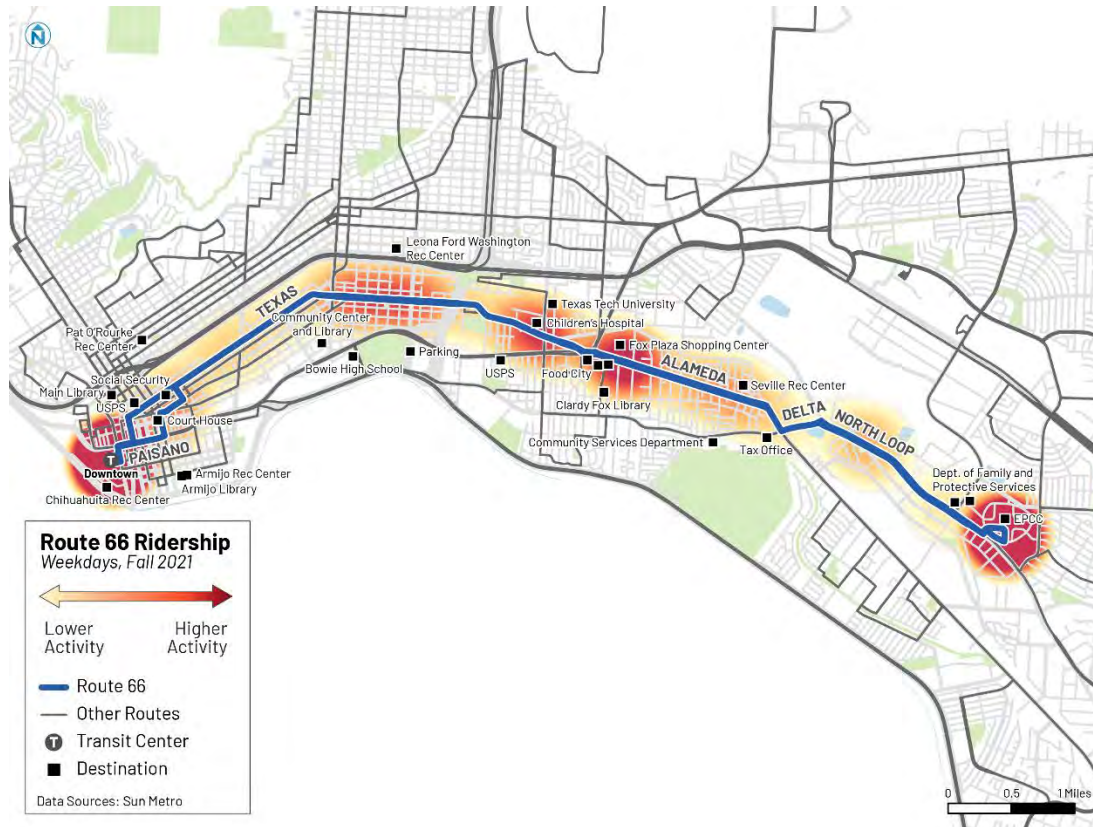
Route 66 runs every 90 minutes from 5:00 AM to 10:00 PM on weekdays. On Saturdays, service ends 75 minutes earlier than on weekdays.

Major destinations along the route include the Downtown Transit Center, University Medical Center, Fox Plaza Shopping Center, and El Paso Community College Valle Verde Campus.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:00 AM – 10:00 PM	90	1	240	14.1
Saturday	5:00 AM – 8:45 PM	90	1	157	9.7



Ridership Distribution



Strengths

Route 66 provides local stop service along segments of the Alameda BRIO corridor.

Route 66 operates direct service on Alameda Ave and North Loop Dr.

Opportunities

Route 66 duplicates service with Route 65 between Fox Plaza Shopping Center and El Paso Community College Valle Verde Campus.

Route 67 Yarbrough

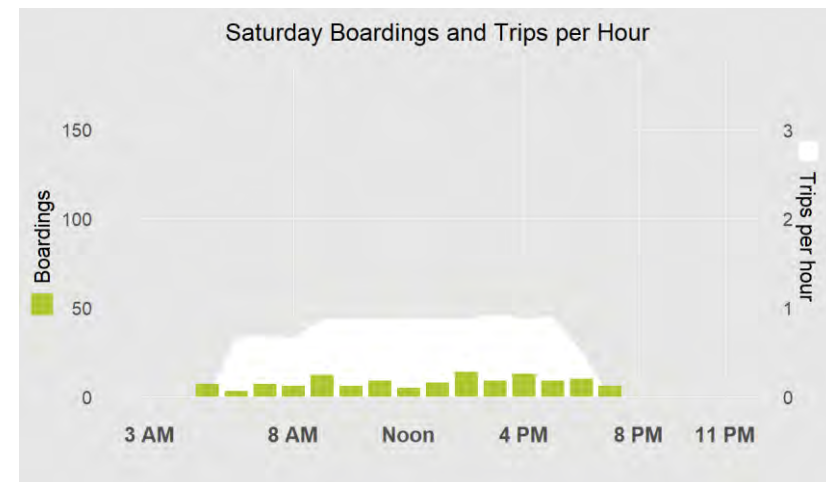
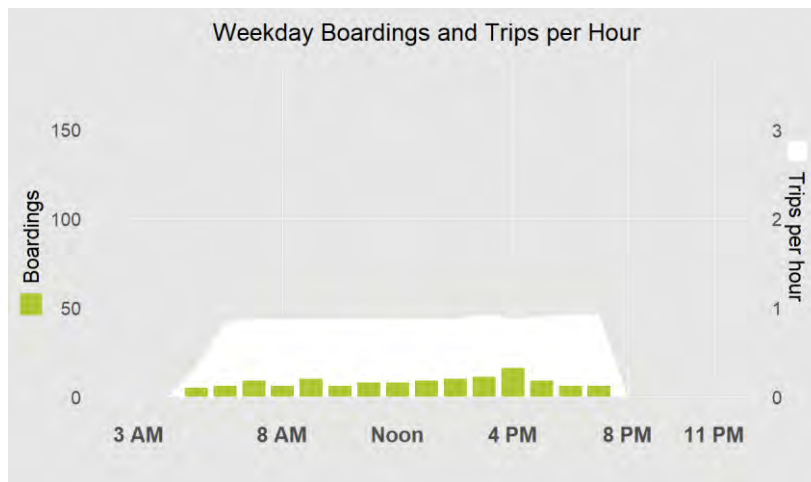
Local

Route 67 provides local service along Yarbrough Dr from Arvin Ave in Mission Valley to Montana Ave.

Route 67 runs every 75 minutes from 5:30 AM to 8:00 PM on weekdays. On Saturdays, service runs every 75 minutes from 6:45 AM to 6:45 PM.

Major destinations along the route include Walmart stores, Albertsons, and Bel Air High School. Riderhship activity is also high at both route endpoints.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:30 AM – 8:00 PM	75	1	90	6.3
Saturday	6:45 AM – 6:45 PM	75	1	100	7.0



Ridership Distribution



Strengths

Route 67 provides a direct crosstown route along Yarbrough Dr between Montana Ave and Arvin Ave.

Opportunities

Route 67 is one of the lowest ridership and least productive routes in the system.

Route 67 is infrequent with service running every 75 minutes.

Route 67 does not serve any transit centers.

Route 68 Lee Trevino

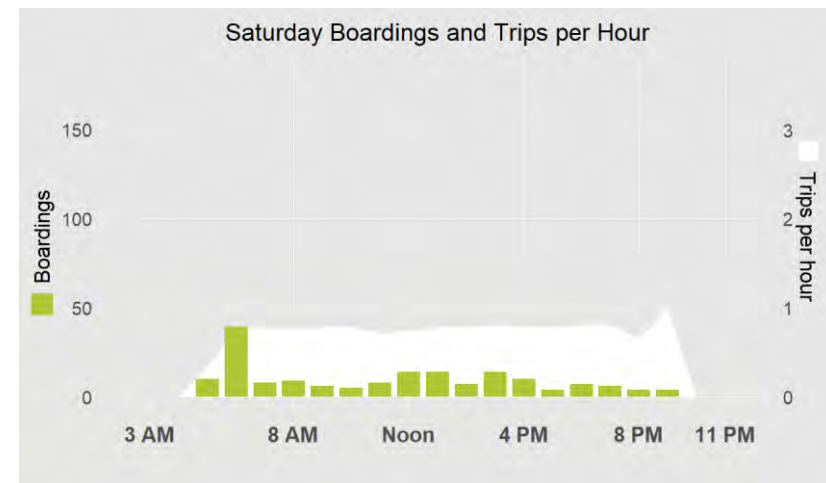
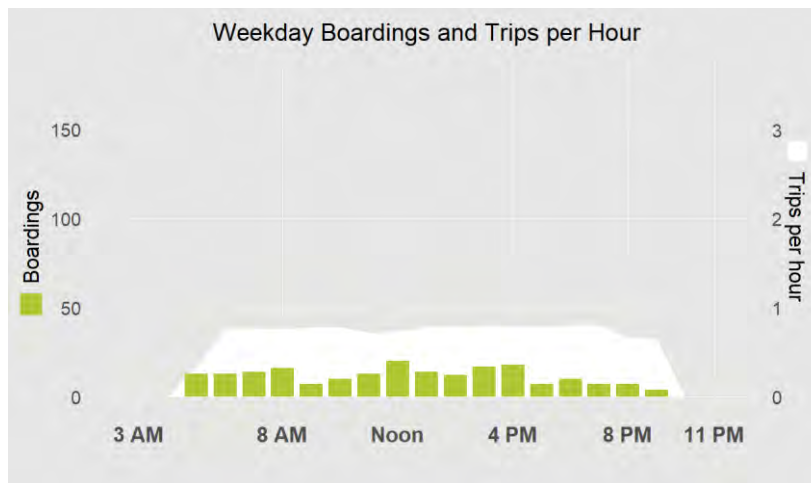
Local

Route 68 provides local service from Mission Valley Transit Center to Edgemere.

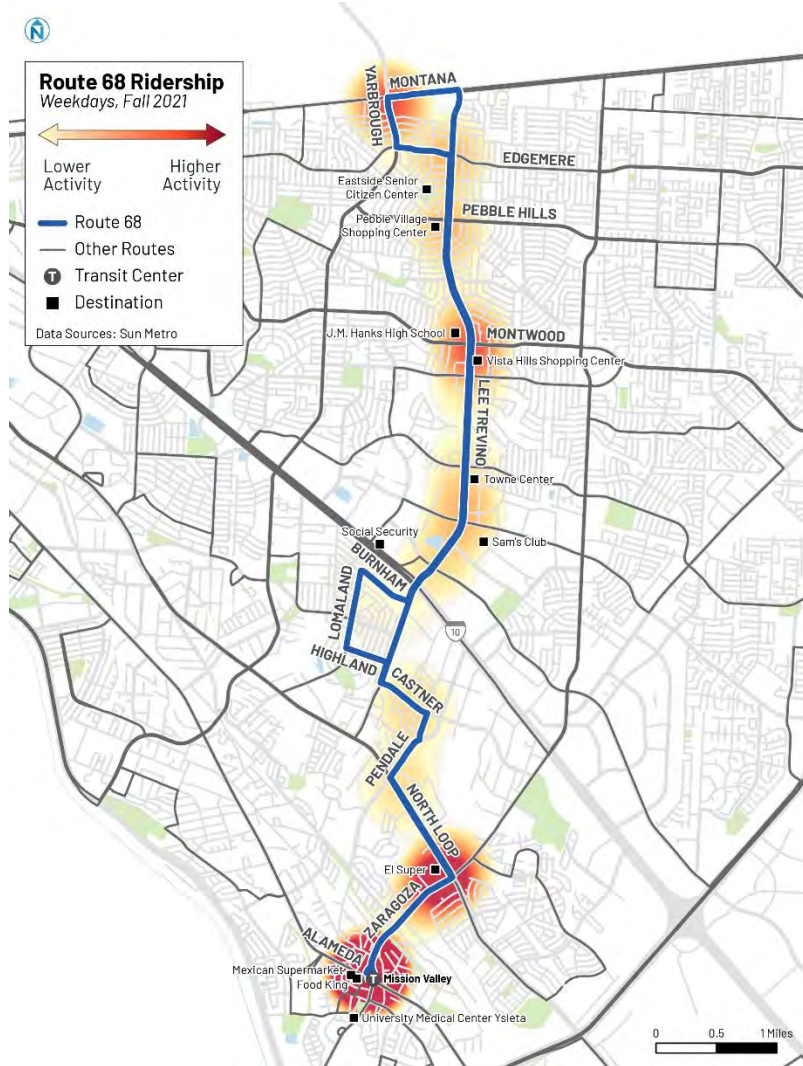
Route 68 runs every 80 minutes from 5:15 AM to 10:00 PM on weekdays. On Saturdays, service ends 45 minutes earlier than on weekdays.

Major destinations along the route include Zaragoza Village Shopping Center, Plaza de Flores Shopping Center, Vista Hills Shopping Center, and Hanks High School.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:15 AM – 10:00 PM	80	1	149	9.0
Saturday	5:15 AM – 9:15 PM	80	1	154	9.3



Ridership Distribution



Strengths

Route 68 is a direct crosstown route along Lee Trevino Dr between Montana Ave and Mission Valley Transit Center.

Opportunities

The mid-route southbound deviation to Lomaland Dr generates low ridership.

Route 68 is infrequent with service running every 80 minutes.

Route 69 George Dieter

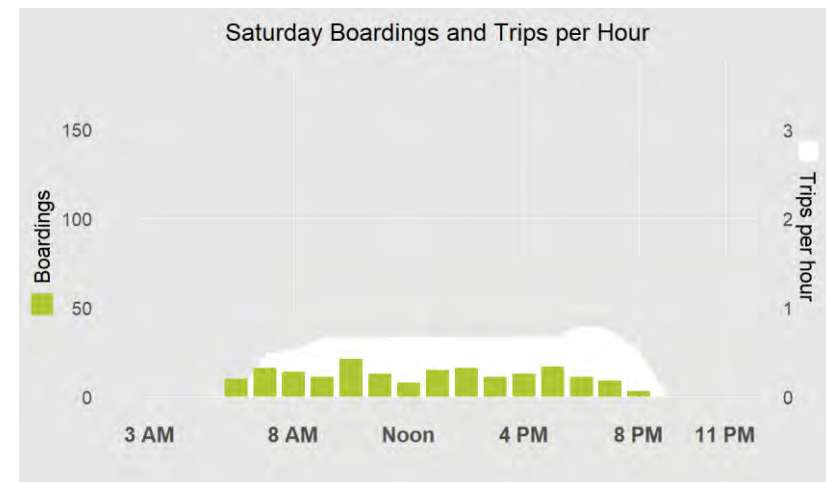
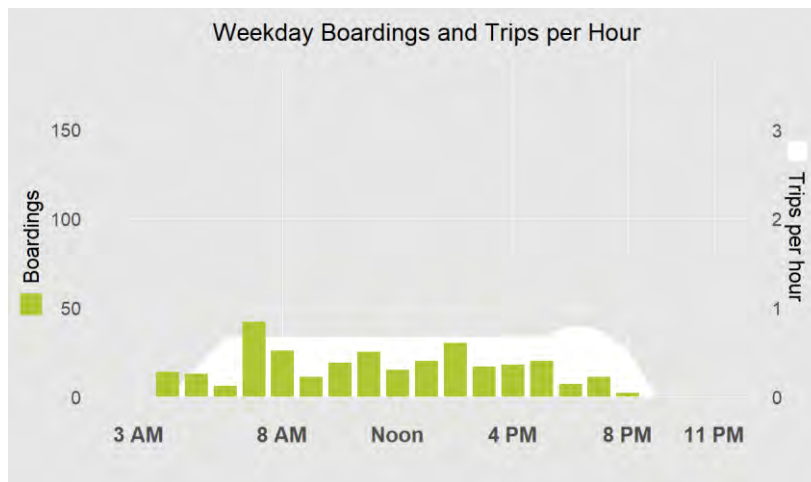
Local

Route 69 provides local service from the Mission Valley Transit Center to Montana at Lee.

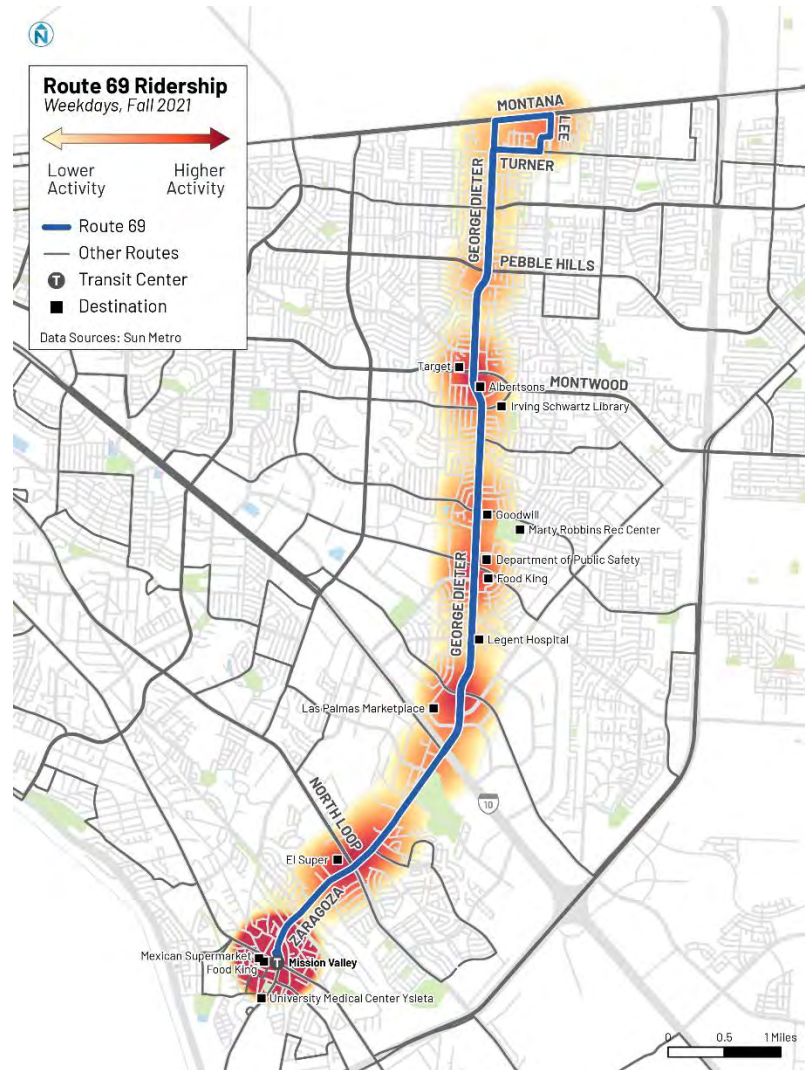
Route 69 runs every 90 minutes from 5:30 AM to 8:30 PM on weekdays. On Saturdays, service starts 90 minutes later than on weekdays.

Major destinations along the route include the Mission Valley Transit Center, Zaragoza Village Shopping Center, Plaza de Flores Shopping Center, Las Palmas Marketplace Shopping Center, Food King, and Montwood Square Shopping Center.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:30 AM – 8:30 PM	90	1	223	15.1
Saturday	7:00 AM – 8:30 PM	90	1	154	11.6



Ridership Distribution



Strengths

Route 69 is a direct crosstown route along George Dieter Dr and Zaragoza Rd between Montana Ave and Mission Valley Transit Center.

Ridership is moderate north of Montwood Dr and high south of Montwood Dr.

Opportunities

Route 69 is infrequent with service running every 90 minutes.

Route 69 warrants more frequent service based on its strong ridership and poor frequency.

Route 72 Vista Del Sol

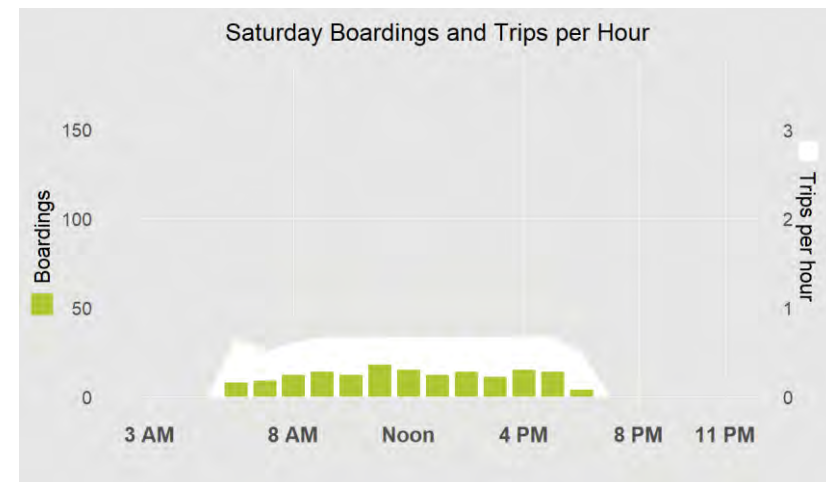
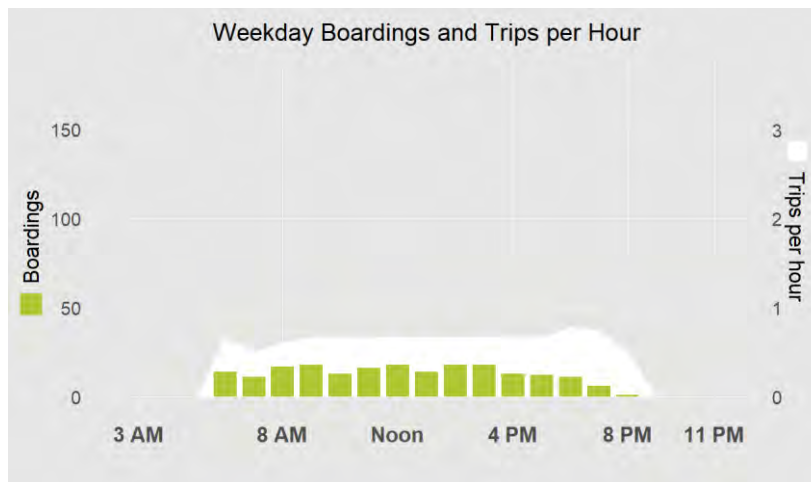
Local

Route 72 provides local service from Eastside Transit Center to Zaragoza Road mostly via Gateway Blvd and Vista del Sol Dr.

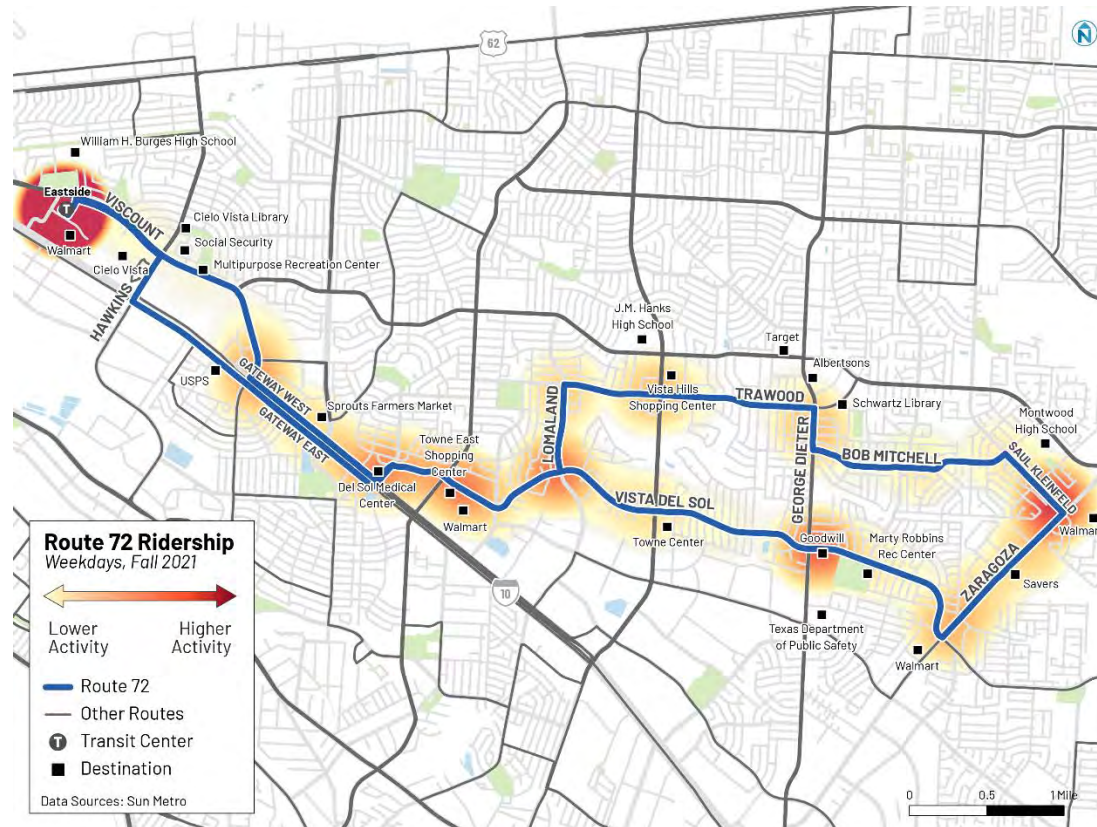
Route 72 runs every 90 minutes from 6:45 AM to 8:15 PM on weekdays. On Saturdays, service ends 90 minutes earlier than on weekdays.

Major destinations along the route include the Eastside Transit Center, three Walmart Supercenter stores, Yarbrough Plaza shopping center, and Montwood High School.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	6:45 AM – 8:15 PM	90	1	193	14.4
Saturday	6:45 AM – 6:45 PM	90	1	131	11.0



Ridership Distribution



Strengths

Ridership activity is moderate to high along multiple segments of the route, despite its long terminal loop.

Opportunities

Route 72's terminal loop along Lomaland Dr along Trawood Dr, Bob Mitchell Dr, Zaragoza Rd, and Vista del Sol Dr forces many riders to travel significantly out of direction.

Route 72 is infrequent with service running every 90 minutes.

Route 72 does not currently connect to a BRIO route, however, it will connect to the future Montana BRIO corridor.

Route 74 Pelicano/Rojas

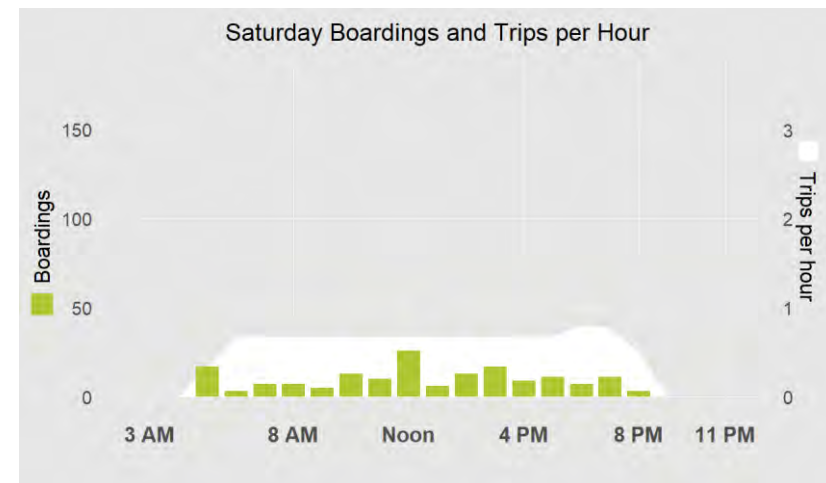
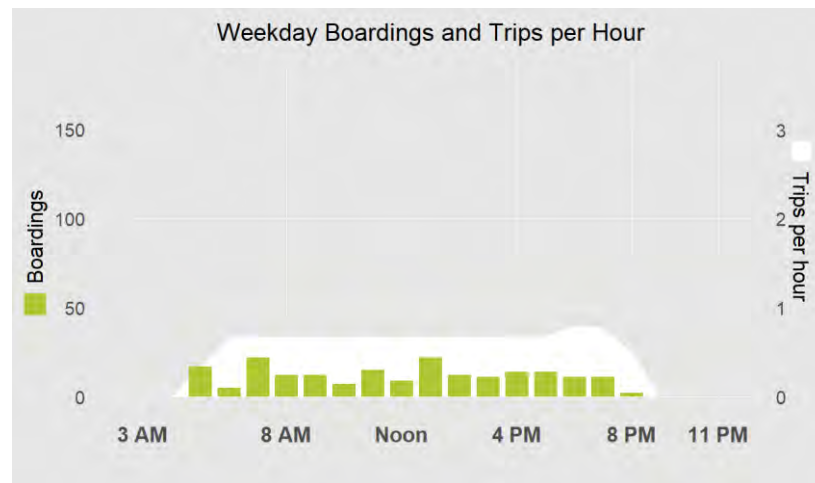
Local

Route 74 offers service from Eastside Transit Center to Rojas at Joe Battle via Pelicano, Rojas and Joe Battle.

Route 74 runs every 90 minutes from 5:30 AM to 8:30 PM, Monday through Saturdays.

Major destinations along the route include the Eastside Transit Center, Walmart Supercenter stores, Social Security, Las Palmas Marketplace Shopping Center, and Food King.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:30 AM – 8:30 PM	90	1	184	12.3
Saturday	5:30 AM – 8:30 PM	90	1	164	11.0



Ridership Distribution



Strengths

Ridership activity is moderate to high along multiple segments of the route, despite its long terminal loop.

Opportunities

Route 74's terminal loop along Pelicano Dr, Zaragoza Rd, Vista del Sol Dr, Joe Battle Blvd, and Rojas Dr forces many riders to travel significantly out of direction.

Route 74 is infrequent with service running every 90 minutes.

Route 74 does not currently connect to a BRIO route, however, it will connect to the future Montana BRIO corridor.

Route 84 Mission Del Paso

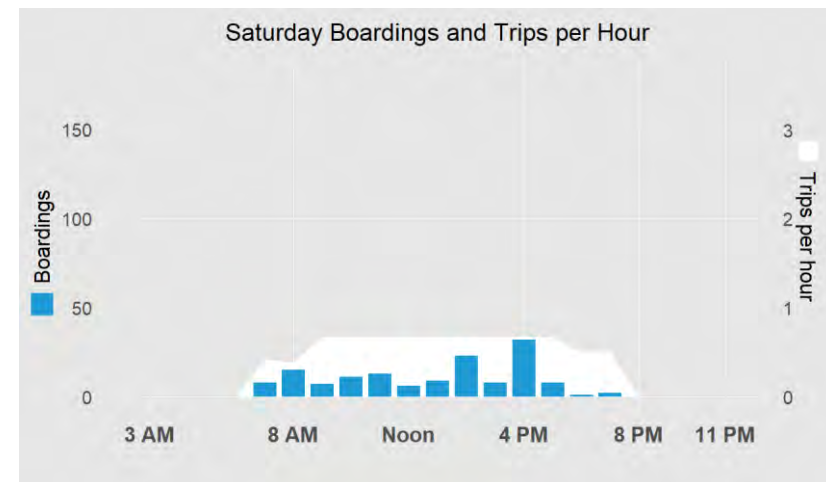
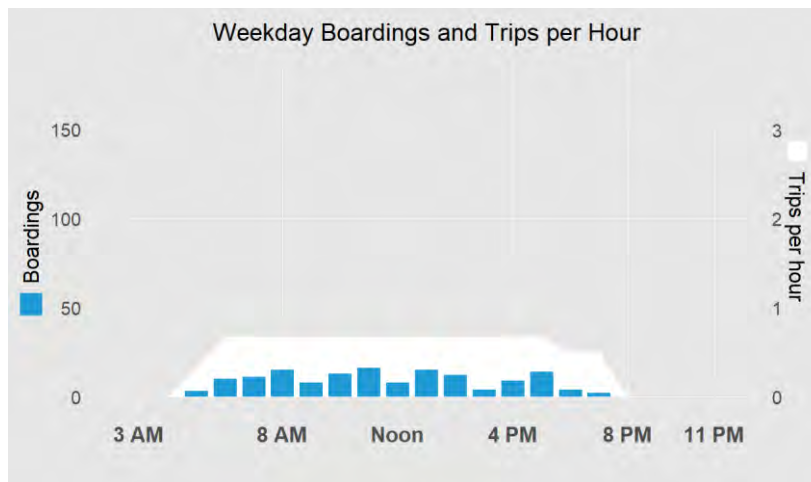
Feeder

Route 84 provides feeder service to the Mission Valley Transit Center from Southeast El Paso, Socorro, and San Elizario.

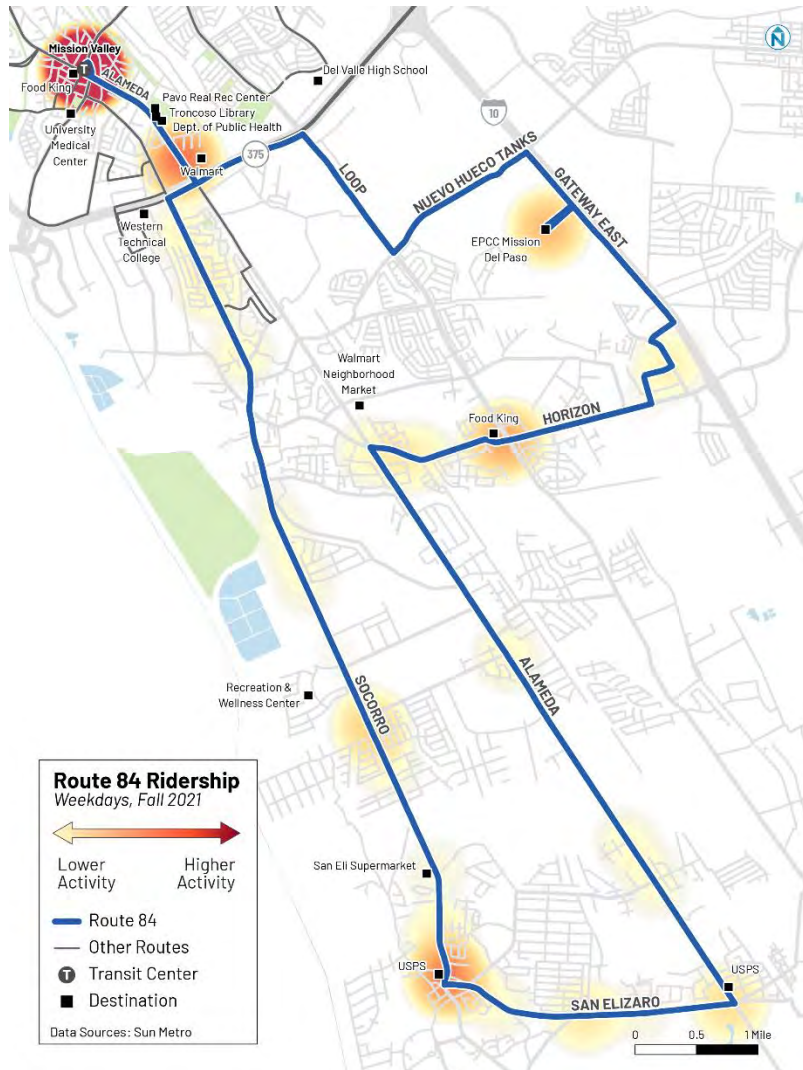
Route 84 runs every 90 minutes from 5:45 AM to 7:15 PM on weekdays. On Saturdays, service starts at 90 minutes later than on weekdays.

Major destinations along the route include El Paso Community College Mission del Paso Campus, Food King, Walmart Supercenter, and San Elizario.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:45 AM – 7:15 PM	90	1	116	8.6
Saturday	7:15 AM – 7:15 PM	90	1	134	11.2



Ridership Distribution



Strengths

Ridership activity is moderate to high at several destinations along the route, despite its long terminal loop.

Opportunities

Route 84's terminal loop forces many riders to travel significantly out of direction.

Route 84 is infrequent with service running every 90 minutes.

Route 86 Bordeaux via North Loop

Local

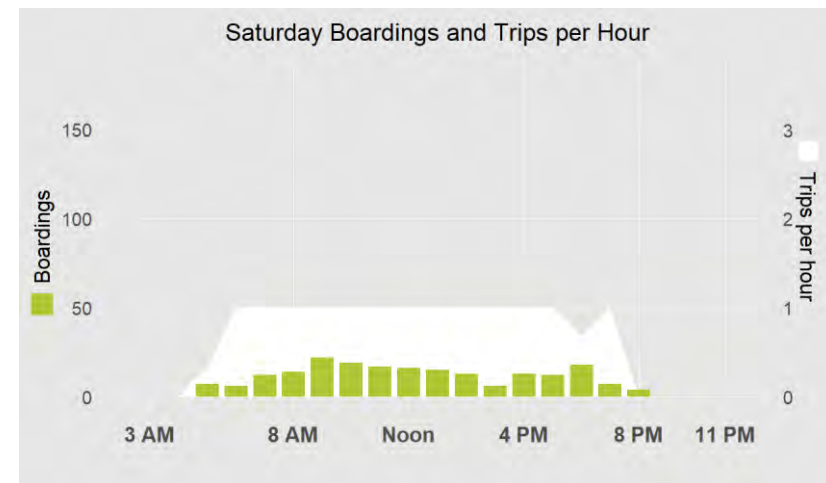
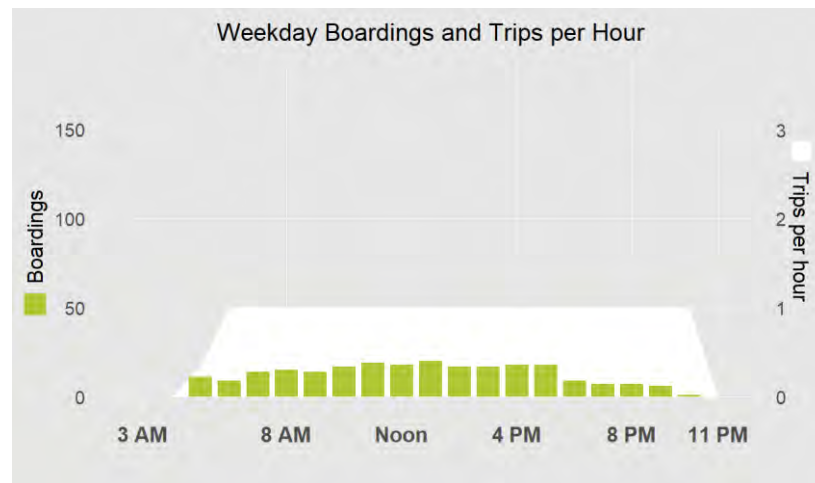
Route 86 offers local service from EPCC Valle Verde to Bordeaux at North Loop.

Route 86 runs hourly from 5:45 AM to 10:15 PM on weekdays. On Saturdays, service starts ends 3 hours earlier than on weekdays.

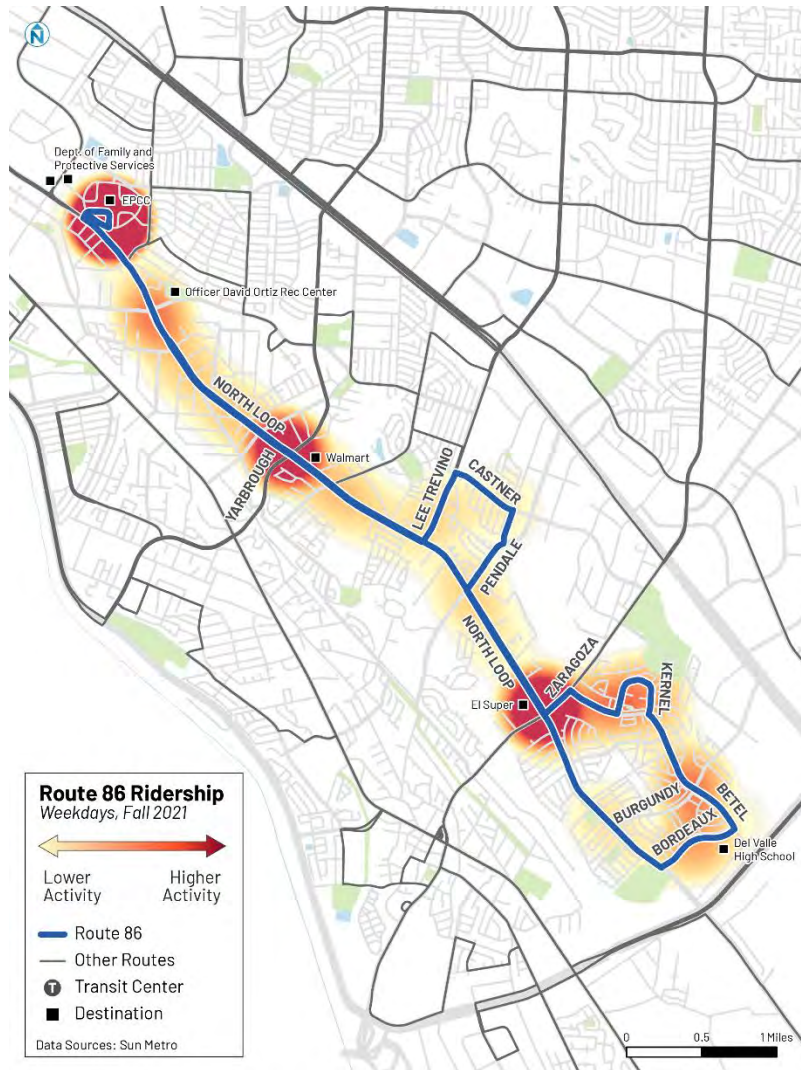
Major destinations along the route include El Paso Community College Valle Verde Campus, Walmart Supercenter, Zaragoza Village Shopping Center, and Plaza de Flores Shopping Center.

Route 86 was introduced in August 2020.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:45 AM – 10:15 PM	60	1	201	12.1
Saturday	5:45 AM – 7:15 PM	60	1	156	10.4



Ridership Distribution



Strengths

Ridership activity is moderate to high at several origins and destinations along the route, despite its long terminal loop.

Ridership activity is higher around the EPCC Valle Verde and at the intersections of North Loop with Yarbrough and Zaragoza.

Opportunities

Route 86's terminal loop along Betel Dr, Americas Ave, and Alameda Ave forces many riders to travel significantly out of direction.

The mid-route eastbound deviation to Castner Dr generates low ridership.

Route 86 does not serve any transit centers nor connect to any BRIO corridors.

Route 89 Zaragoza Bridge

Feeder

Route 89 provides circulator service from Mission Valley Transit Center to the Zaragoza Bridge.

Route 89 runs every 25 minutes from 5:30 AM to 6:45 PM, Monday through Saturday.

Route 89 was introduced in November of 2021.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Weekday	5:30 AM – 6:45 PM	25	1	N/A	N/A
Saturday	5:30 AM – 6:45 PM	25	1	N/A	N/A



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Route 500 El Paso Streetcar

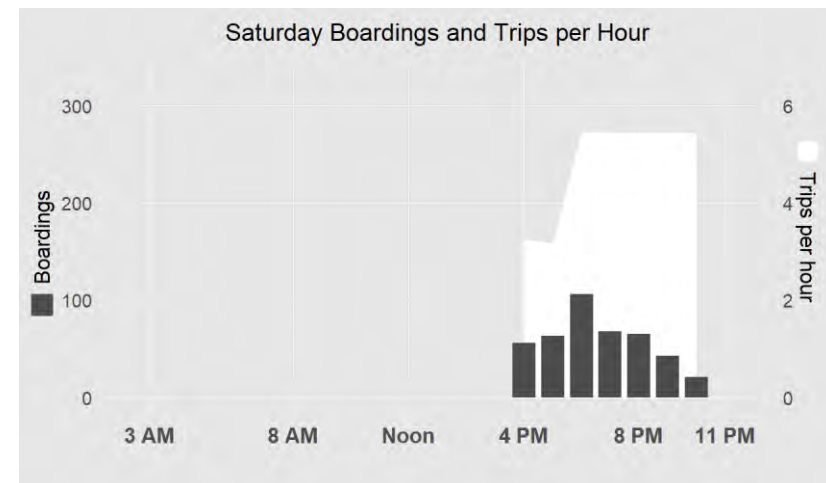
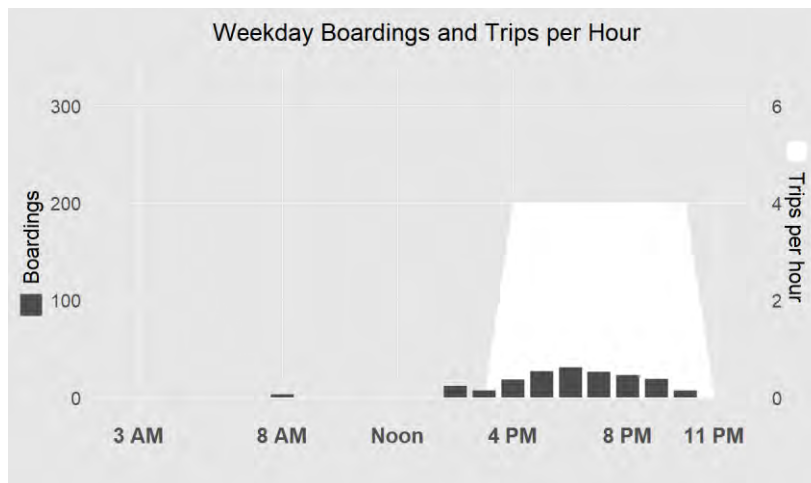
Streetcar

The El Paso Streetcar provides service between the Downtown Transit Center to the Glory Road Transit Center.

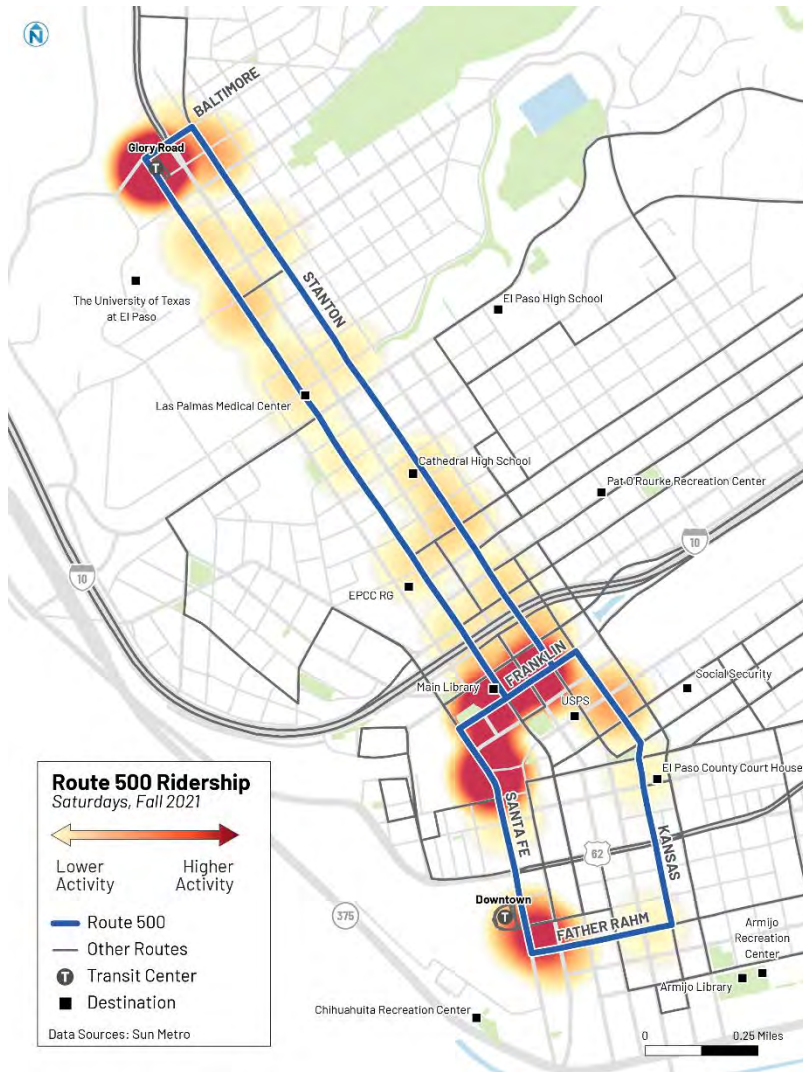
Streetcar service runs every 11 minutes from 4:00 PM to 11:00 PM Thursdays through Saturdays.

Major destinations along the route include UTEP, the Arts District, Convention Center, City Hall, and the El Paso County Courthouse.

Service Level	Service Hours	Headway	Peak Vehicles	Daily Boardings	Boardings per Hour
Thursday-Friday	4:00 PM – 11:00 PM	11	4	N/A	N/A
Saturday	4:00 PM – 11:00 PM	11	4	N/A	N/A



Ridership Distribution



Strengths

The highest ridership activity of the alignment happens along the downtown loop, along Franklin Ave, with high activity around the Downtown Transit Center as well.

Uptown Ridership activity is noticeably lower in Uptown, except near the Glory Road Transit Center.

Opportunities

The Streetcar, or Route 500, operates only three days a week and during limited hours of the evening. Additional service is provided during special events.