



Date: April 17, 2019
To: ITP Board
From: Maxwell Dillivan, AICP / Planning Department
Subject: FEBRUARY 2019 RIDERSHIP AND PRODUCTIVITY REPORT

BACKGROUND

Ridership and productivity for a second consecutive month experienced declines. Inclement weather was once again a major contributing factor as public schools were closed a total of five days throughout the month of February. DASH ridership, particularly on weekends, and Route 19 have been the system's strongest performers.

RIDERSHIP SUMMARY

February 2019 compared to February 2018

Total Ridership by Category:

- Routes 1 – 44 ridership (564,439) **decreased 6.0% (-36,015)**
- Contracted/Specialized Service ridership (331,281) **decreased 1.5% (-45,807)**
- Demand-Response ridership (27,578) **decreased 5.7% (-1,678)**
- **Total Monthly Ridership (923,298) decreased 4.4% (-42,793)**

Daily Averages:

- Average Weekday total ridership (40,865) **decreased 5.0% (-2,219)**
- Average Weekday evening ridership (5,530) **increased 0.7% (38)**
- Average Saturday ridership (13,447) **increased 2.5% (333)**
- Average Sunday ridership (6,160) **increased 0.5% (33)**

Fiscal Year 2019 compared to Fiscal Year 2018

Total Ridership by Category:

- Routes 1 – 44 ridership (3,013,901) **decreased 2.2% (-66,783)**
- Contracted/Specialized Service ridership (1,533,010) **decreased 2.9% (-45,903)**
- Demand-Response ridership (138,435) **decreased 6.9% (-10,186)**
- **Total Ridership (4,685,346) decreased 2.6% (-122,872)**

Daily Averages:

- Average Weekday total ridership (38,911) **decreased 4.1% (-1,677)**
- Average Weekday evening ridership (5,180) **increased 1.4% (70)**
- Average Saturday ridership (13,523) **increased 6.7% (848)**
- Average Sunday ridership (6,588) **increased 10.1% (606)**

ROUTE PERFORMANCE SUMMARY (Routes 1-44 Only)

February 2019 fixed-route system performance decreased compared to February 2018 (contracted services not included). The fixed-route summary is as follows:

- Average passengers per hour (19.6) decreased 8.7% (-0.9 points)
- Average passengers per mile (1.59) decreased 8.1% (-1.1 points)
- Average farebox recovery percent (23.2%) decreased 16.8% (-2.3 points)
- Average daily passengers (19,663) decreased 9.9% (-4.7 points)
- **Monthly system performance (76.4 points) decreased 10.6% (-9.1 points)**
- **FY 2019 system performance (78.2 points) decreased 4.6% (-3.7 points) compared to FY 2018**

RELATIVE ROUTE PERFORMANCE (Routes 1-44 Only)

- **16 of 23 (69.5%) fixed-routes performed within the average range (within one standard deviation of the system mean)**
- **The Silver Line above standard (greater than 66.7% above the system mean)**
- Route 19 – Michigan Crosstown, Route 1 – Division, Route 2 – Kalamazoo, and Route 9 – Alpine performed one standard deviation above the system mean
- Route 12 – West Fulton and Route 17 – Woodland/Airport performed one standard deviation below the system mean
- **No routes performed below standard (less than 66.7% below the system mean)**

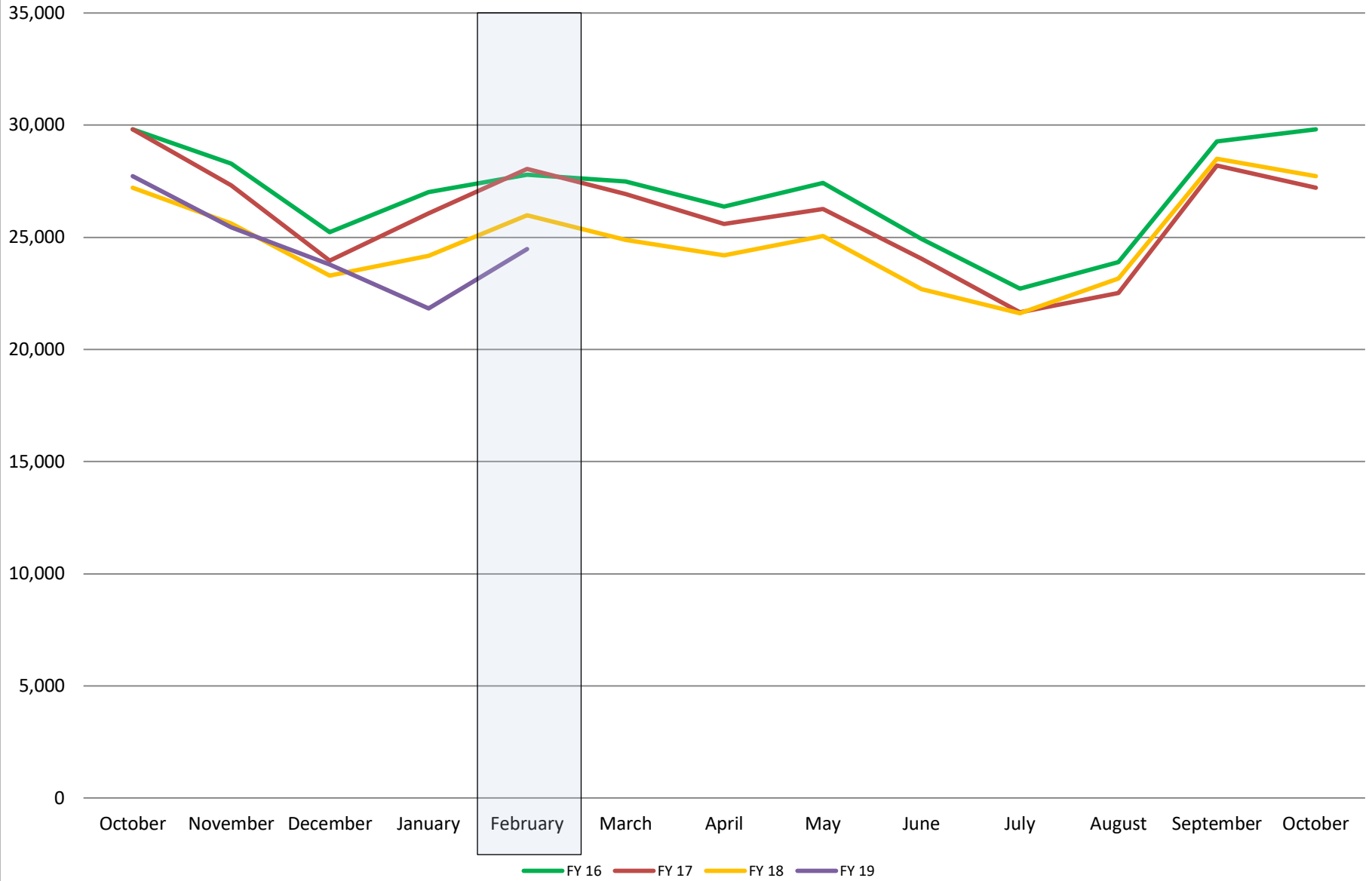
February 2019 Fixed Route Ridership Change: **-1.02%**
 February 2019 Total Ridership Change: **-3.67%** *(note: figures now include DASH ridership)*

Change in service days from February 2019 to February 2018

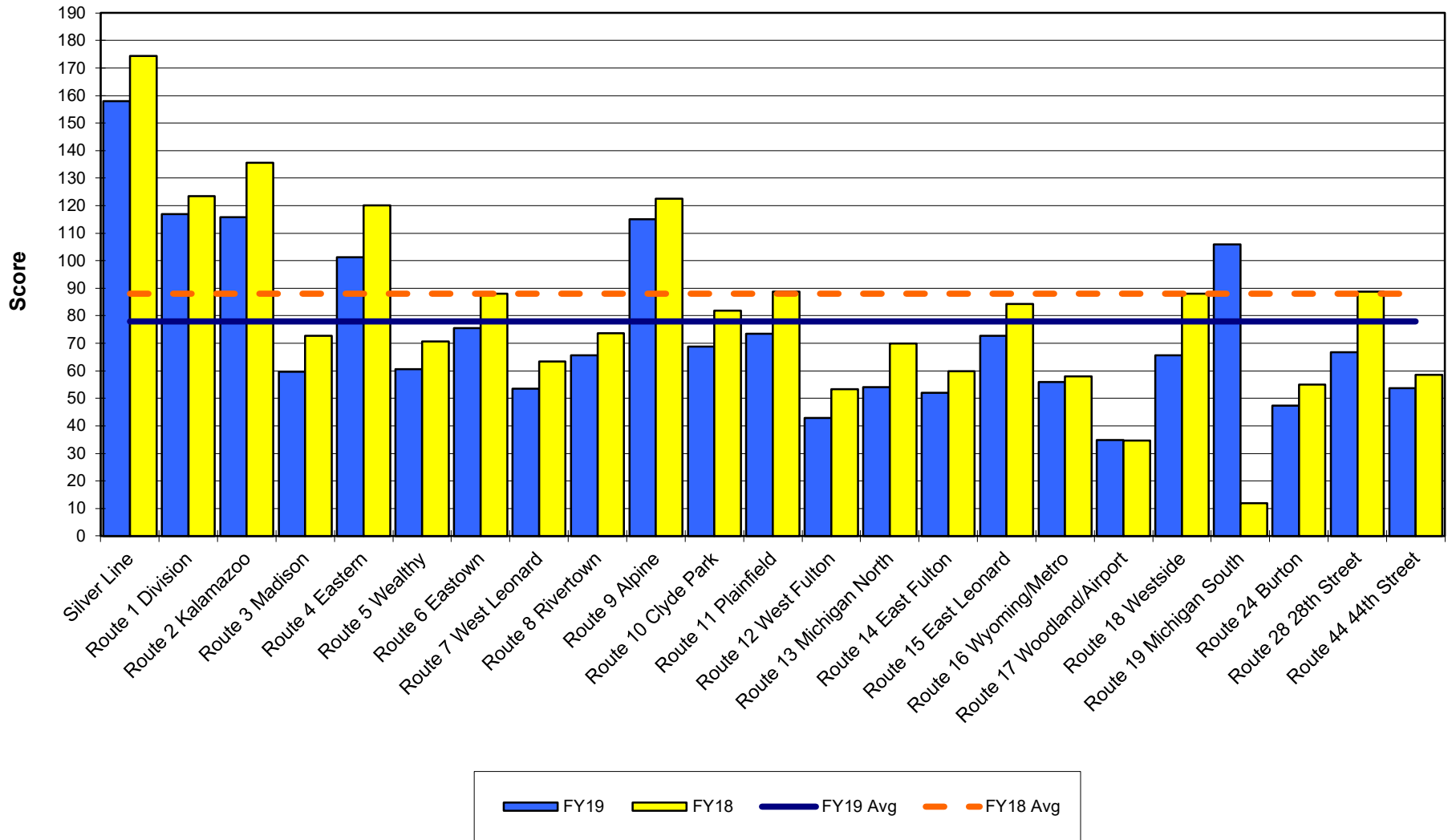
	FY 2019	FY 2018	Change
Total Service Weekdays	20	20	0
Total Service Saturdays	4	4	0
Total Service Sundays	4	4	0

Attached is a graphical summary of the system and individual fixed-route performance

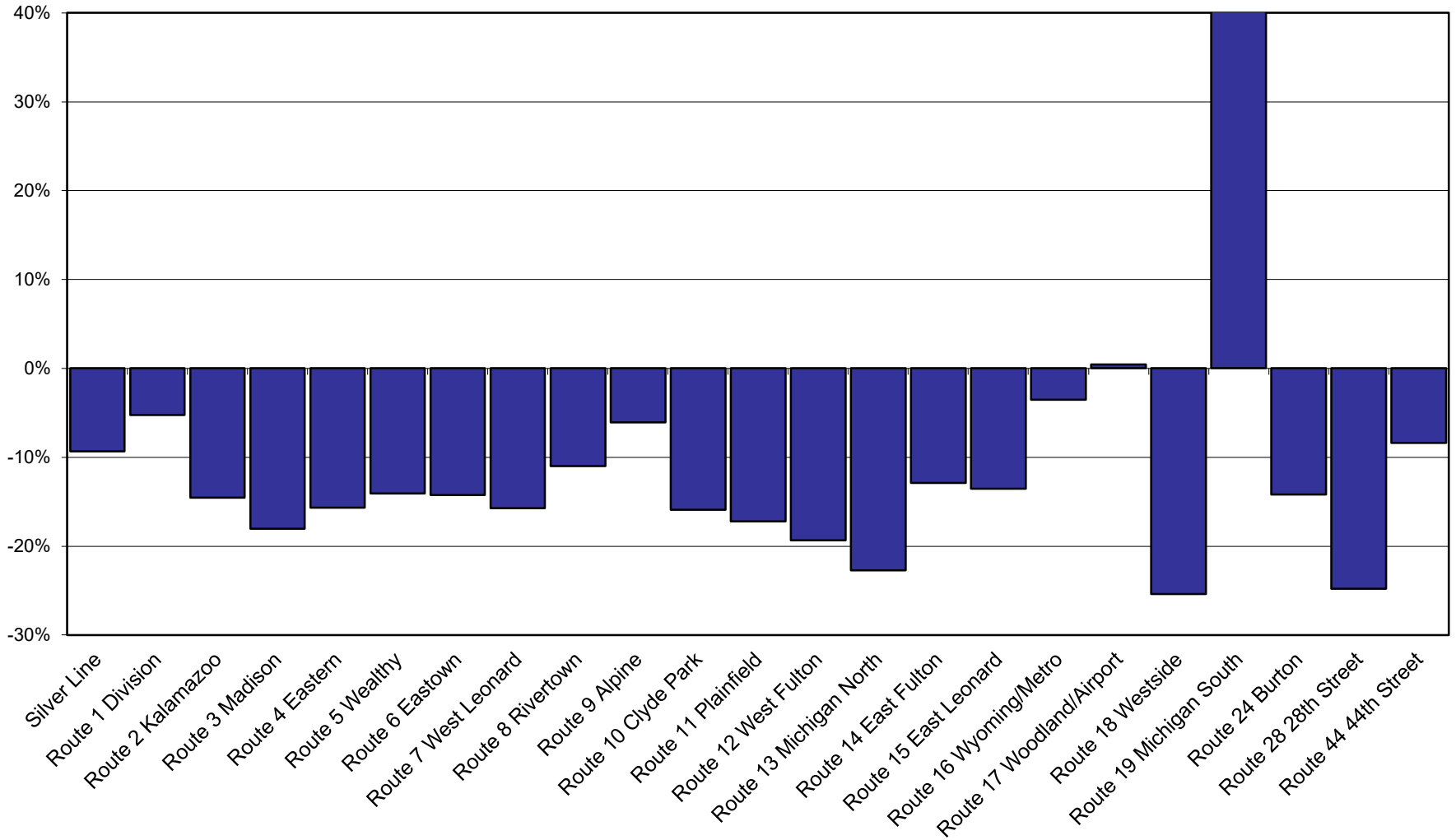
Monthly Weekday Average Ridership History



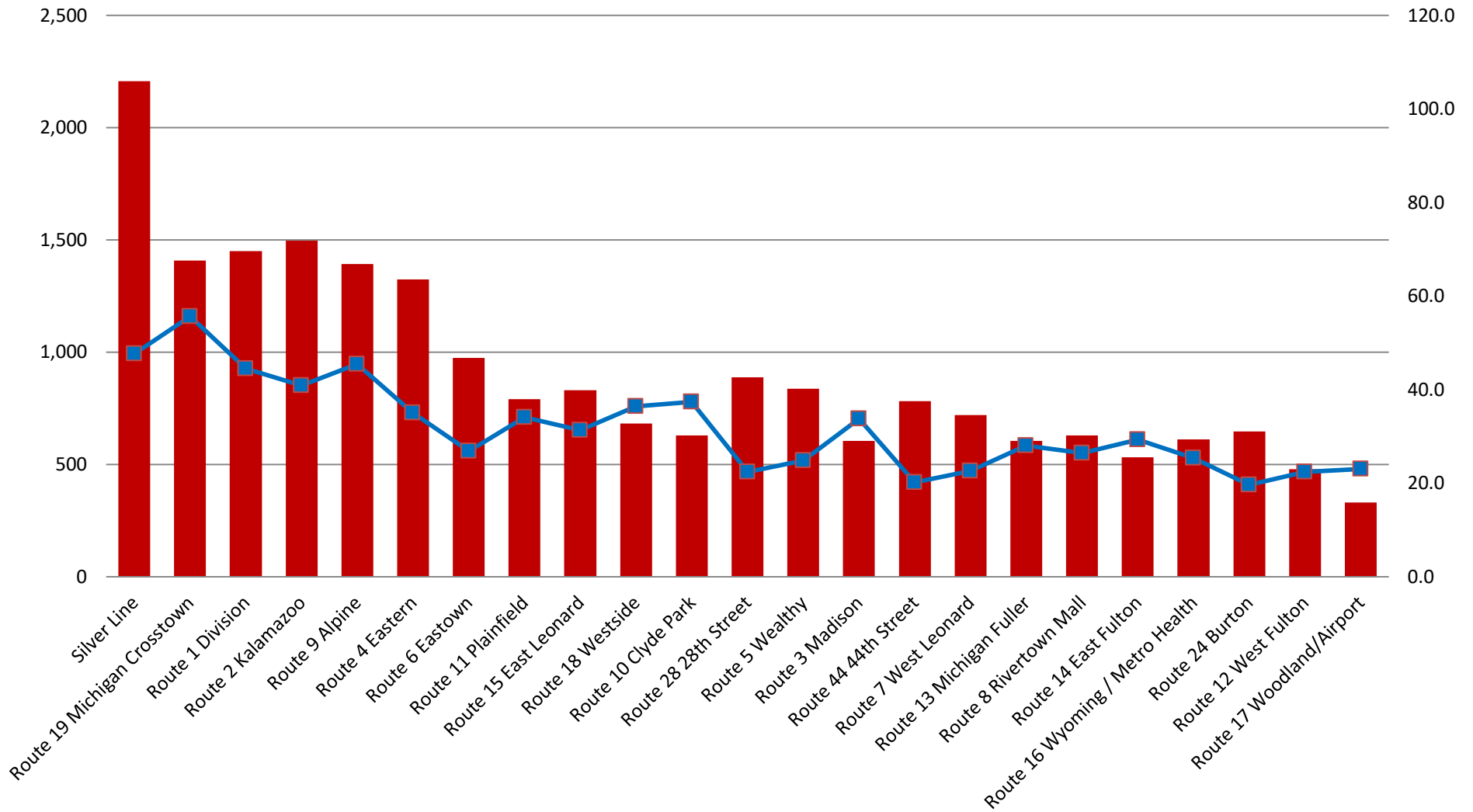
Fixed-Route Scoring Summary: February 2019 Compared to February 2018



Percent Change by Route: February 2019 Compared to Compared February 2018



Fixed Route Efficiency Score and Ridership Levels - February 2019



The Efficiency Score is an average of Farebox Recovery Rate, Passengers/Mile and Passengers/Hour.

Effectiveness Score Efficiency Score