



Date: May 2, 2019
To: ITP Board
From: Maxwell Dillivan, AICP / Planning Department
Subject: MARCH 2019 RIDERSHIP AND PRODUCTIVITY REPORT

BACKGROUND

March saw a major rebound across the system in terms of ridership and productivity compared to previous months. All average daily ridership measures experienced increases, particularly average weekday evening ridership. Fiscal year to-date totals substantially caught back up from February. Total monthly ridership compared to March 2018 decreases a slight amount due to March 2019 having one fewer weekdays. Silver Line, DASH (particularly on evenings and weekends), and Route 19 continue to be the system's strongest performers.

RIDERSHIP SUMMARY

March 2019 compared to March 2018

Total Ridership by Category:

- Routes 1 – 44 ridership (654,736) **decreased 1.1% (-7,586)**
- Contracted/Specialized Service ridership (265,482) **increased 1.2% (3,264)**
- Demand-Response ridership (31,554) **increased 0.4% (122)**
- **Total Monthly Ridership (951,772) decreased 0.4% (-4,200)**

Daily Averages:

- Average Weekday total ridership (39,037) **increased 2.7% (1,012)**
- Average Weekday evening ridership (5,418) **increased 16.4% (762)**
- Average Saturday ridership (13,775) **increased 7.2% (931)**
- Average Sunday ridership (6,313) **increased 6.2% (371)**

Fiscal Year 2019 compared to Fiscal Year 2018

Total Ridership by Category:

- Routes 1 – 44 ridership (3,704,652) **decreased 1.0% (-38,354)**
- Contracted/Specialized Service ridership (1,803,592) **decreased 2.0% (-37,539)**
- Demand-Response ridership (171,667) **decreased 4.7% (-8,386)**
- **Total Ridership (5,684,111) decreased 1.5% (-84,279)**

Daily Averages:

- Average Weekday total ridership (39,267) **decreased 2.2% (-877)**
- Average Weekday evening ridership (5,213) **decreased 3.6% (182)**
- Average Saturday ridership (13,520) **increased 6.4% (812)**
- Average Sunday ridership (6,530) **increased 9.3% (554)**

ROUTE PERFORMANCE SUMMARY (Routes 1-44 Only)

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

- Average passengers per hour (**21.2**) decreased **0.9%** (-0.1 points)
- Average passengers per mile (**1.72**) decreased **0.3%** (-0.1 points)
- Average farebox recovery percent (**25.1%**) decreased **9.0%** (-1.2 points)
- Average daily passengers (**20,655**) decreased **2.0%** (-0.9 points)
- **Monthly system performance (81.3 points) decreased 2.7% (-0.9 points)**
- **FY 2019 system performance (78.6 points) decreased 5.6% (-4.6 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 performed 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)**

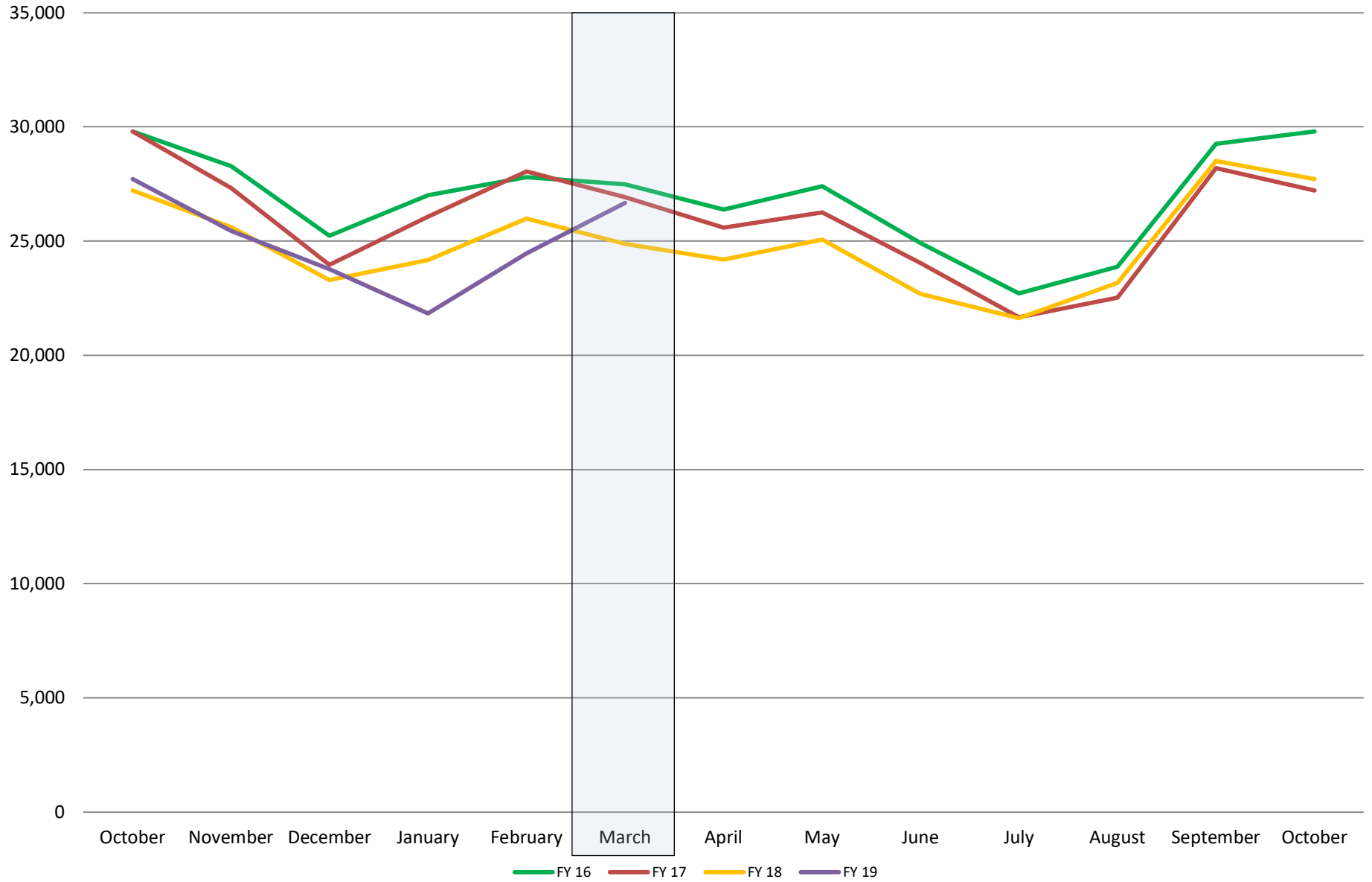
March 2019 Fixed Route Ridership Change: **6.76%**
March 2019 Total Ridership Change: **3.88%** (note: figures now include DASH ridership)

Change in service days from March 2019 to March 2018

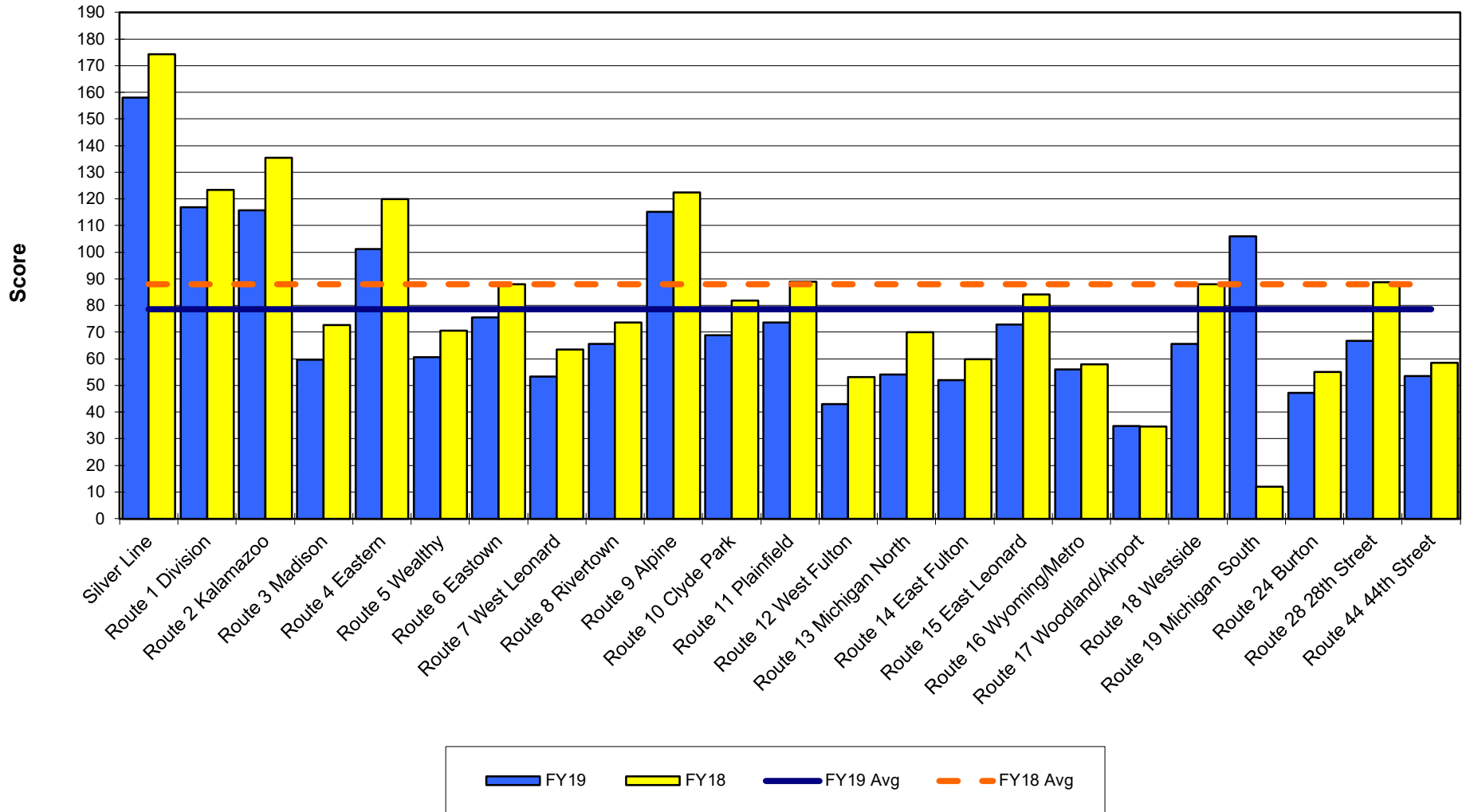
	FY 2019	FY 2018	Change
Total Service Weekdays	21	22	-1
Total Service Saturdays	5	5	0
Total Service Sundays	5	4	1

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

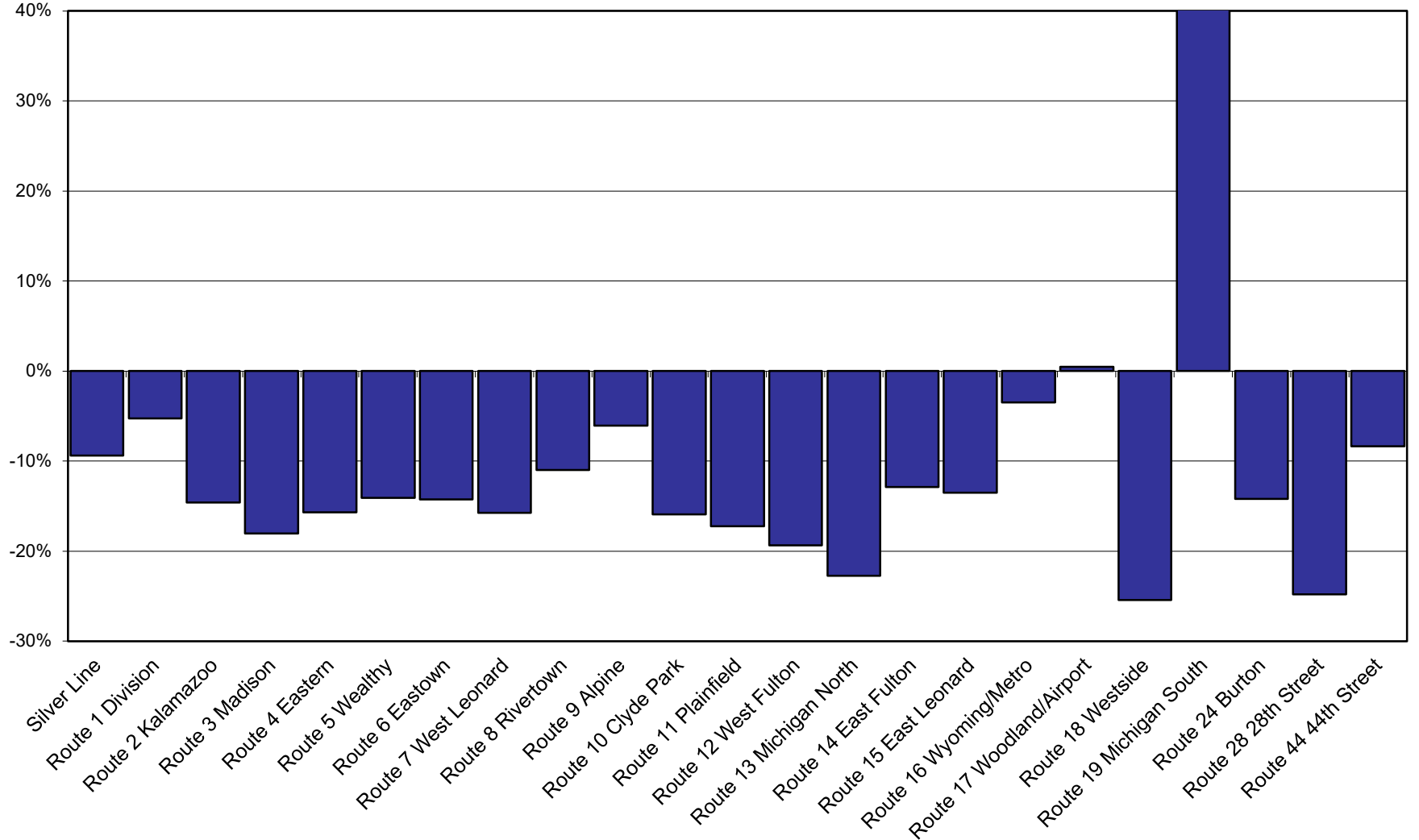
Monthly Weekday Average Ridership History



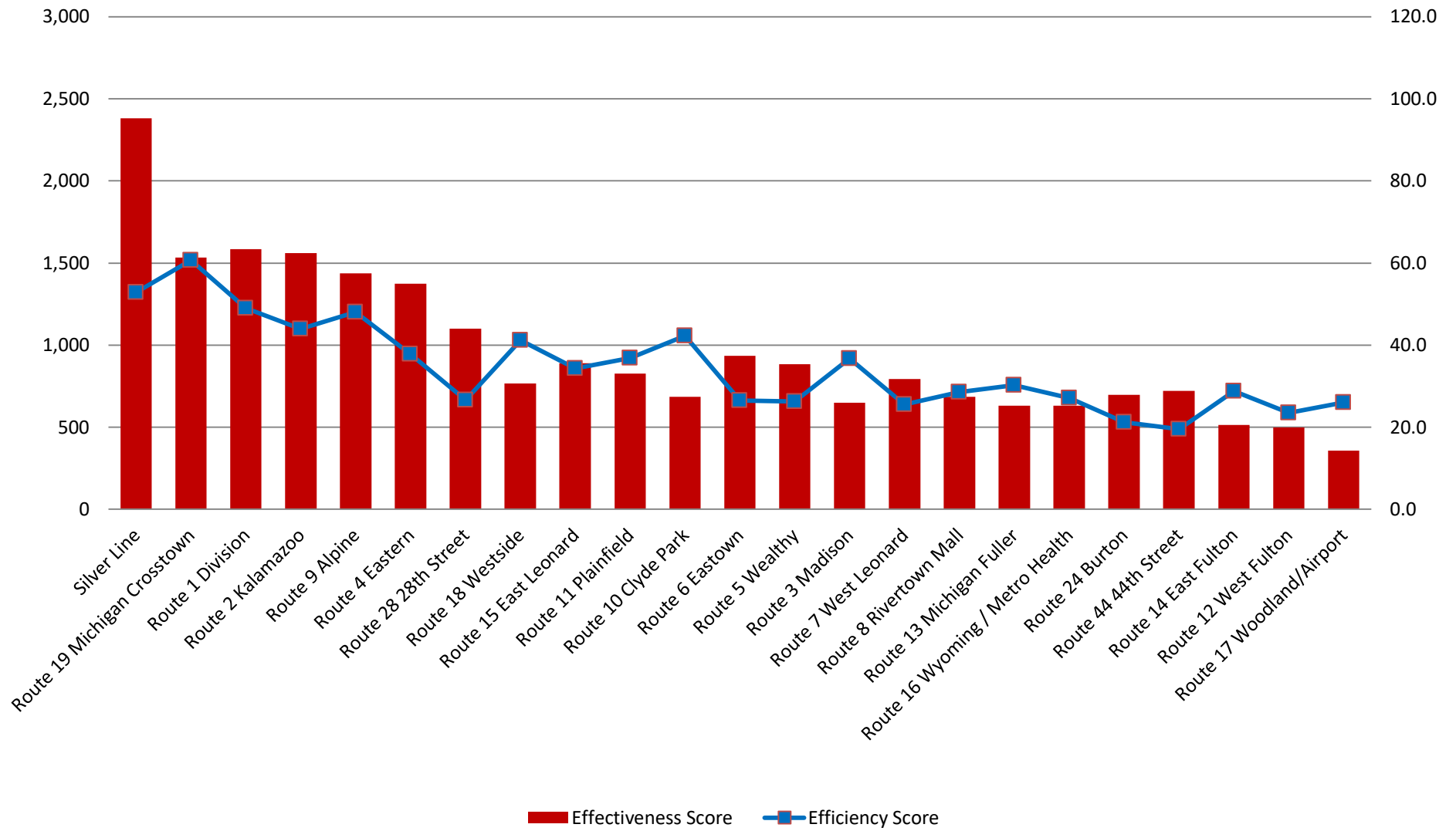
Fixed-Route Scoring Summary: March 2019 Compared to March 2018



Percent Change by Route: March 2019 Compared to March 2018



Fixed Route Efficiency Score and Ridership Levels - March 2019



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