



**Date:** June 10, 2019  
**To:** ITP Board  
**From:** Maxwell Dillivan, AICP / Planning Department  
**Subject:** APRIL 2019 RIDERSHIP AND PRODUCTIVITY REPORT

BACKGROUND

System-wide ridership continues its rebound trend through April as total monthly ridership increased 8.3% compared to April 2018. Daily averages continue to exceed figures from the corresponding month from the year prior, particularly on weekday evenings, Saturdays, and Sundays largely due to the significantly increased provision of DASH service during those time periods. It should be noted, however, April 2019 contained one additional weekday and one less Sunday compared to April 2018. Despite this, overall ridership performance for the month was positive. Top performing fixed routes for the month in terms of ridership and productivity included Silver Line, Route 1 – Division, and Route 2 – Kalamazoo.

RIDERSHIP SUMMARY

**April 2019 compared to April 2018**

Total Ridership by Category:

- Routes 1 – 44 ridership (647,402) **increased 9.5% (56,311)**
- Contracted/Specialized Service ridership (292,623) **increased 5.5% (15,350)**
- Demand-Response ridership (31,607) **increased 8.9% (2,573)**
- **Total Monthly Ridership (971,632) increased 8.3% (74,234)**

Daily Averages:

- Average Weekday total ridership (38,964) **increased 3.0% (1,138)**
- Average Weekday evening ridership (5,471) **increased 8.9% (449)**
- Average Saturday ridership (14,396) **increased 22.5% (2,647)**
- Average Sunday ridership (6,310) **increased 16.7% (905)**

**Fiscal Year 2019 compared to Fiscal Year 2018**

Total Ridership by Category:

- Routes 1 – 44 ridership (4,316,039) **decreased 0.4% (-18,835)**
- Contracted/Specialized Service ridership (2,091,115) **decreased 1.3% (-26,724)**
- Demand-Response ridership (201,596) **decreased 3.6% (-7,491)**
- **Total Ridership (6,608,750) decreased 0.8% (-53,050)**

Daily Averages:

- Average Weekday total ridership (38,421) **decreased 3.5% (-1,395)**
- Average Weekday evening ridership (5,187) **increased 3.1% (157)**
- Average Saturday ridership (13,681) **increased 8.8% (1,101)**
- Average Sunday ridership (6,505) **increased 10.6% (621)**

ROUTE PERFORMANCE SUMMARY (Routes 1-44 Only)

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

- Average passengers per hour (**20.5**) **increased 2.3%** (0.2 points)
- Average passengers per mile (**1.67**) **increased 3.0%** (0.4 points)
- Average farebox recovery percent (**23.8%**) **decreased 4.9%** (-0.6 points)
- Average daily passengers (**21,022**) **increased 5.4%** (2.3 points)
- **Monthly system performance (80.7 points) increased 3.0% (2.3 points)**
- **FY 2019 system performance (78.9 points) decreased 4.4% (-3.6 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)**

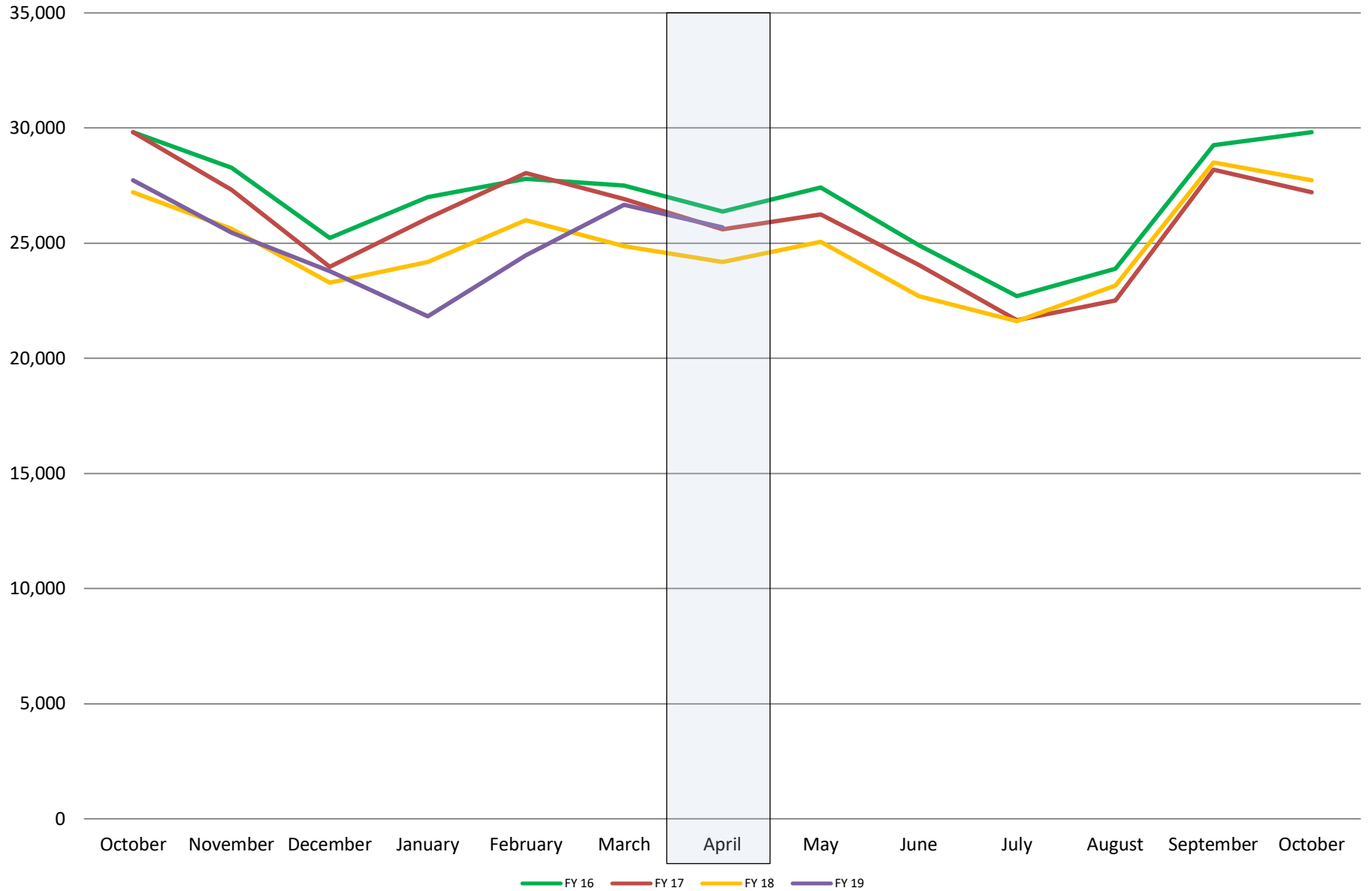
April 2019 Fixed Route Ridership Change: **4.04%**  
 April 2019 Total Ridership Change: **3.98%** (note: figures now include DASH ridership)

**Change in service days from April 2019 to April 2018**

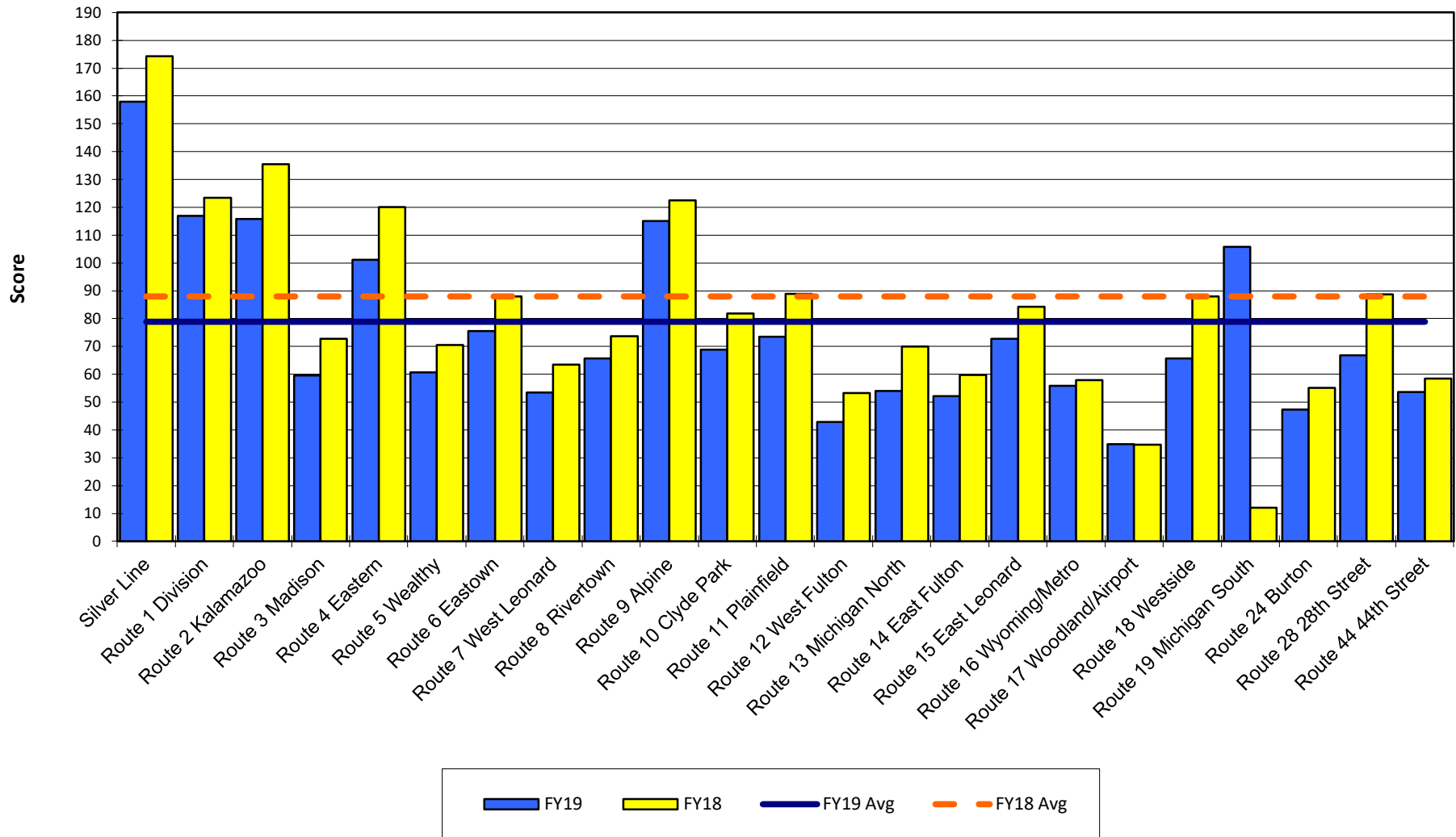
|                         | FY 2019 | FY 2018 | Change |
|-------------------------|---------|---------|--------|
| Total Service Weekdays  | 22      | 21      | 1      |
| Total Service Saturdays | 4       | 4       | 0      |
| Total Service Sundays   | 4       | 5       | -1     |

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

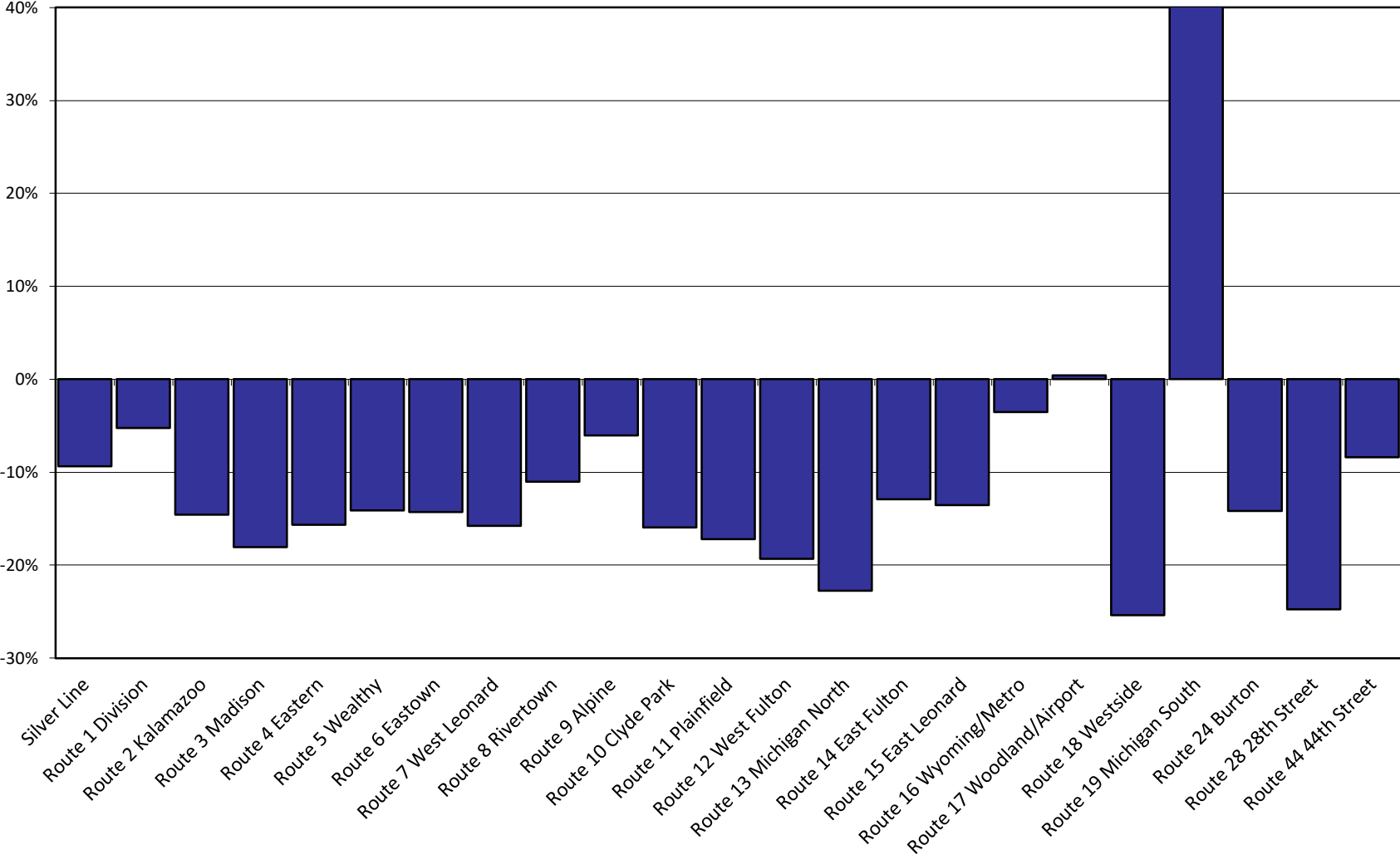
# Monthly Weekday Average Ridership History



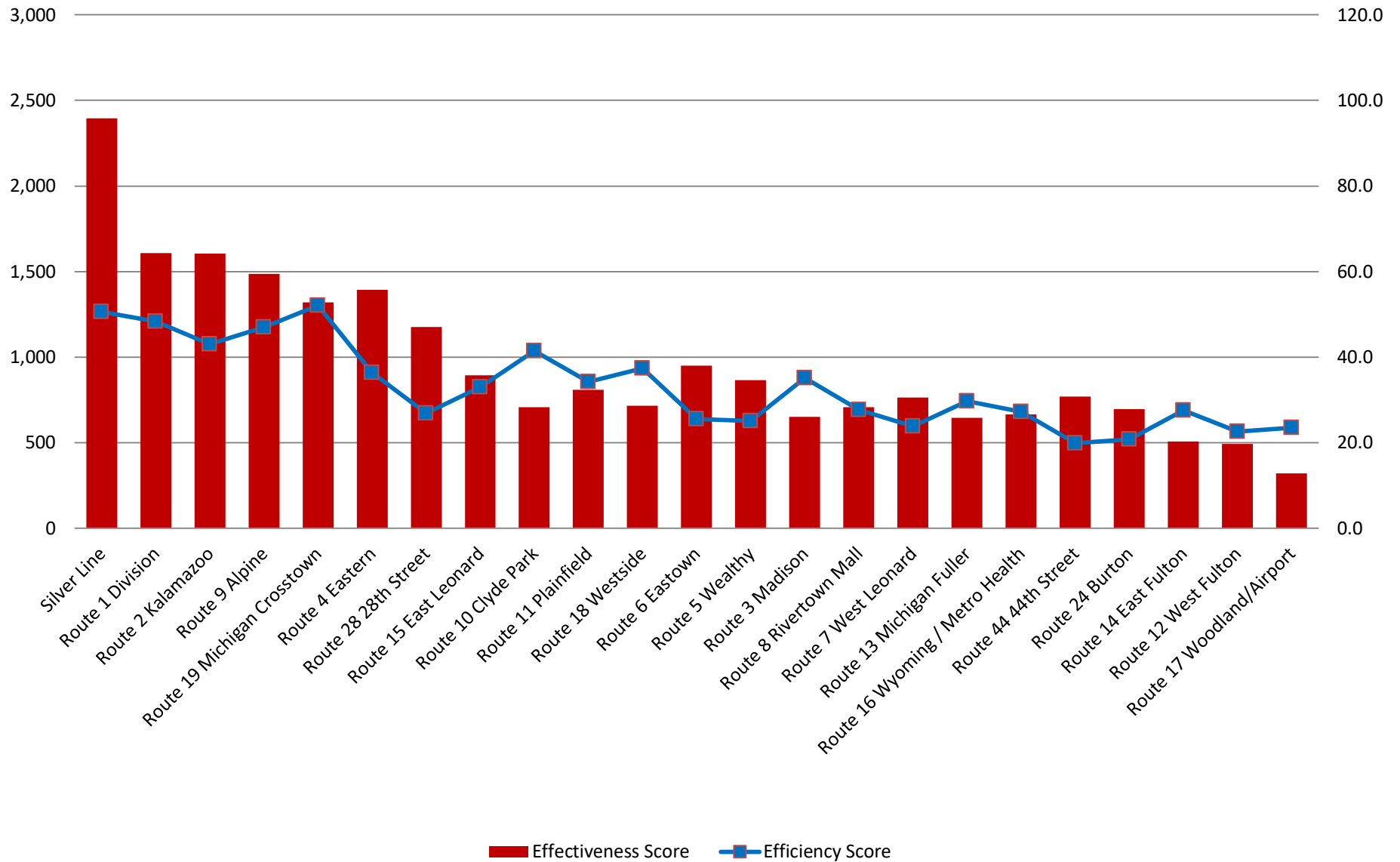
## Fixed-Route Scoring Summary: April 2019 Compared to April 2018



# Percent Change by Route: April 2019 Compared to April 2018



## Fixed Route Efficiency Score and Ridership Levels - April 2019



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