



**Date:** August 14, 2019  
**To:** ITP Board  
**From:** Conrad Venema / Planning Department  
**Subject:** MAY 2019 RIDERSHIP AND PRODUCTIVITY REPORT

BACKGROUND

System-wide ridership for May 2019 continued an upward trend as total monthly ridership increased 4.7% compared to May 2018. As requested by the Board, fixed route ridership totals excluding Route 19 is included in this report. Discounting Route 19's contribution for the month, regular fixed route ridership was down 3.1%. However, it should be noted that fareboxes were inoperable for the majority of the day on May 3<sup>rd</sup>. An estimated 10,000 to 12,000 rides were not counted on regular fixed routes due to this issue. When comparing May 2019 to May 2018 discounting last year's Clean Air Action Days and the May 3<sup>rd</sup> farebox issue, fixed route ridership increased 4.15%. Notably, DASH service saw an exceptional spike in ridership in May 2019 compared to May 2018 as seen in Contracted/Specialized Service ridership's 40% increase. 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

**May 2019 compared to May 2018**

Total Ridership by Category:

- Routes 1 – 44 ridership (643,084) **increased 0.9% (5,471)**
  - With Route 19 ridership excluded (616,854) **decreased 3.1% (-19,543)**
- Contracted/Specialized Service ridership (69,718) **increased 40.1% (19,972)**
- Demand-Response ridership (30,598) **increased 2.0% (609)**
- **Total Monthly Ridership (743,400) increased 3.6% (26,052)**

Daily Averages:

- Average Weekday total ridership (29,099) **increased 3.2% (905)**
- Average Weekday evening ridership (4,306) **increased 7.7% (307)**
- Average Saturday ridership (12,291) **increased 8.5% (962)**
- Average Sunday ridership (5,867) **increased 7.7% (421)**

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

Total Ridership by Category:

- Routes 1 – 44 ridership (4,959,123) **decreased 0.3% (-13,364)**
- Contracted/Specialized Service ridership (2,160,833) **decreased 0.3% (6,752)**
- Demand-Response ridership (232,194) **decreased 2.9% (-6,882)**
- **Total Ridership (7,352,150) decreased 0.4% (-26,998)**

Daily Averages:

- Average Weekday total ridership (37,236) **decreased 2.8% (-1,076)**
- Average Weekday evening ridership (5,075) **increased 3.6% (178)**
- Average Saturday ridership (13,517) **increased 8.7% (1,085)**
- Average Sunday ridership (6,430) **increased 10.2% (596)**

ROUTE PERFORMANCE SUMMARY (Routes 1-44 Only)

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

- Average passengers per hour (**20.5**) **decreased 2.1% (-0.2 points)**
- Average passengers per mile (**1.67**) **decreased 1.1% (-0.2 points)**
- Average farebox recovery percent (**24.1%**) **decreased 7.3% (-1.0 points)**
- Average daily passengers (**20,836**) **decreased 3.1% (-1.5 points)**
- **Monthly system performance (80.5 points) decreased 3.3% (2.8 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)

- **17 of 23 (73.9%) 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 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)**

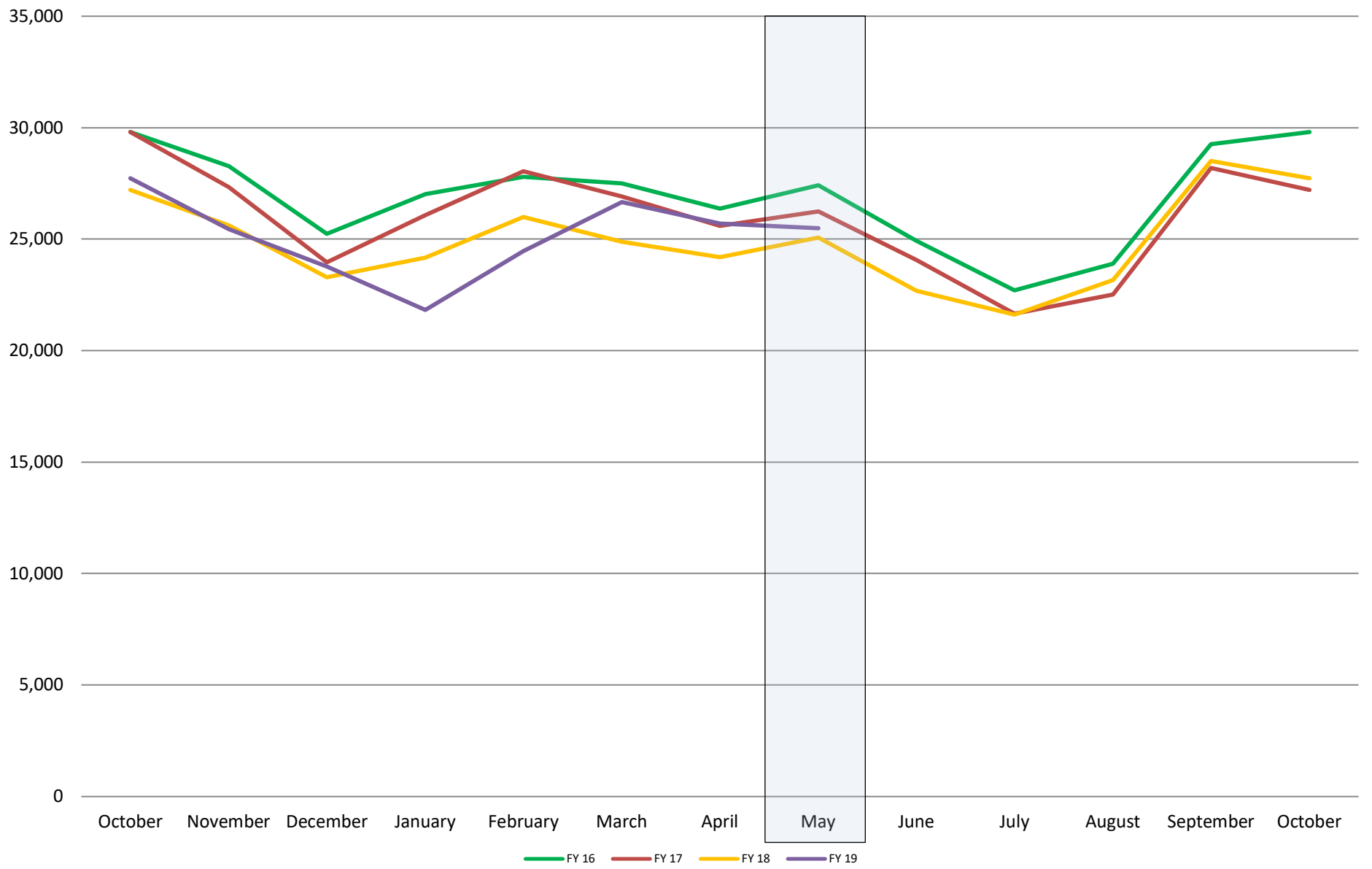
May 2019 Fixed Route Ridership Change: **4.15%**  
 May 2019 Total Ridership Change: **6.58%** *(note: figures now include DASH ridership)*

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

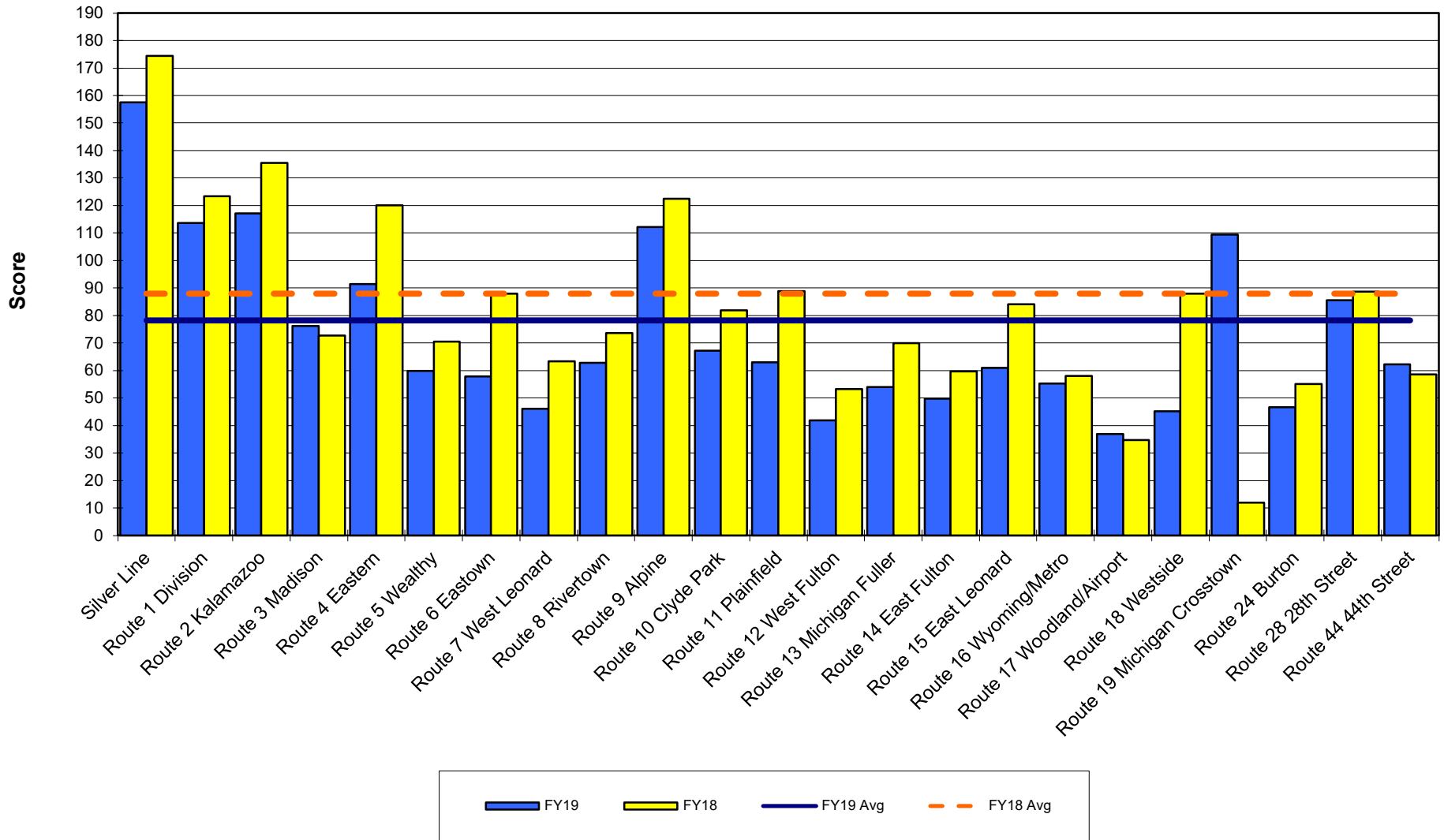
	FY 2019	FY 2018	Change
Total Service Weekdays	22	22	0
Total Service Saturdays	4	4	0
Total Service Sundays	4	4	0

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

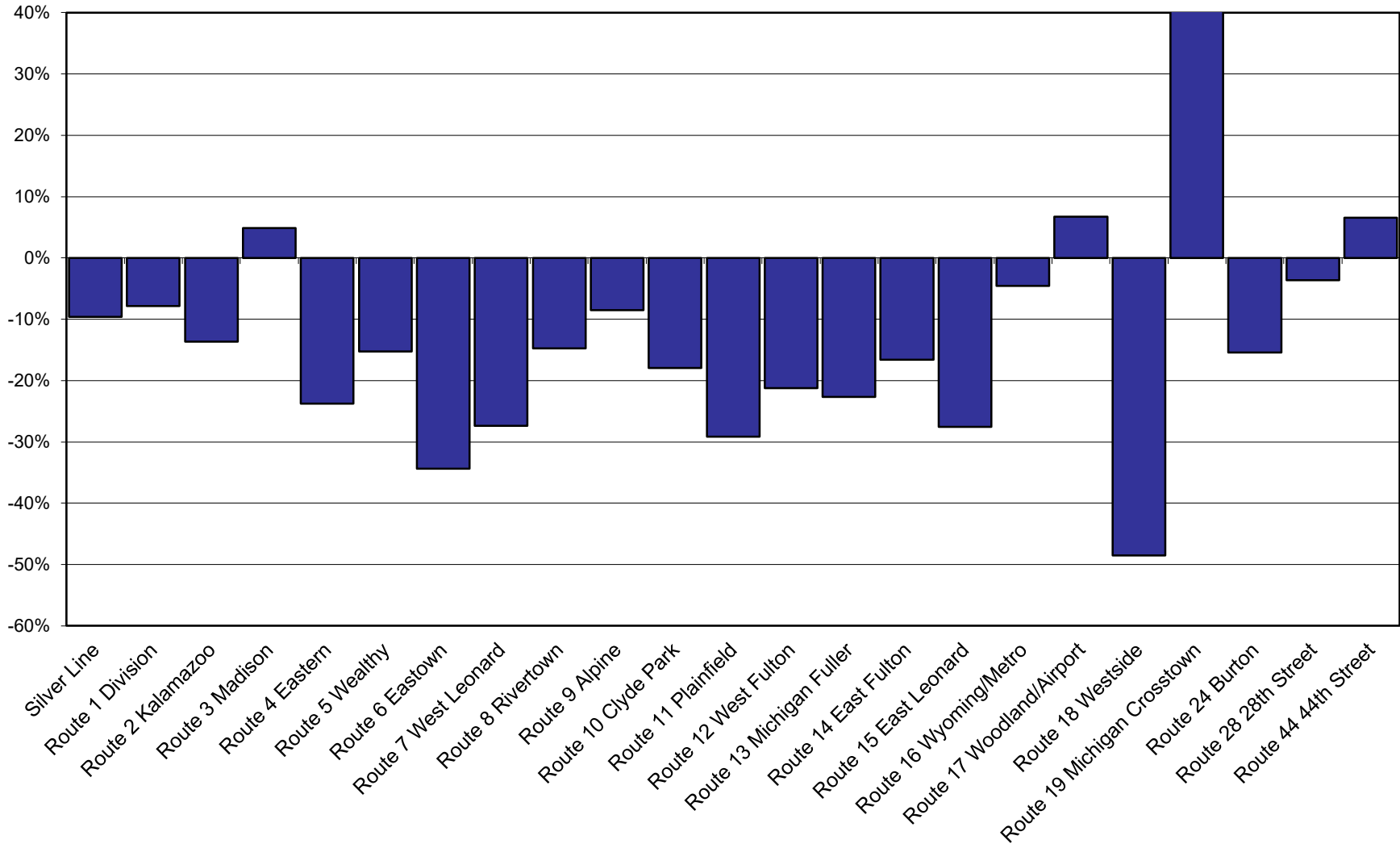
# Monthly Weekday Average Ridership History



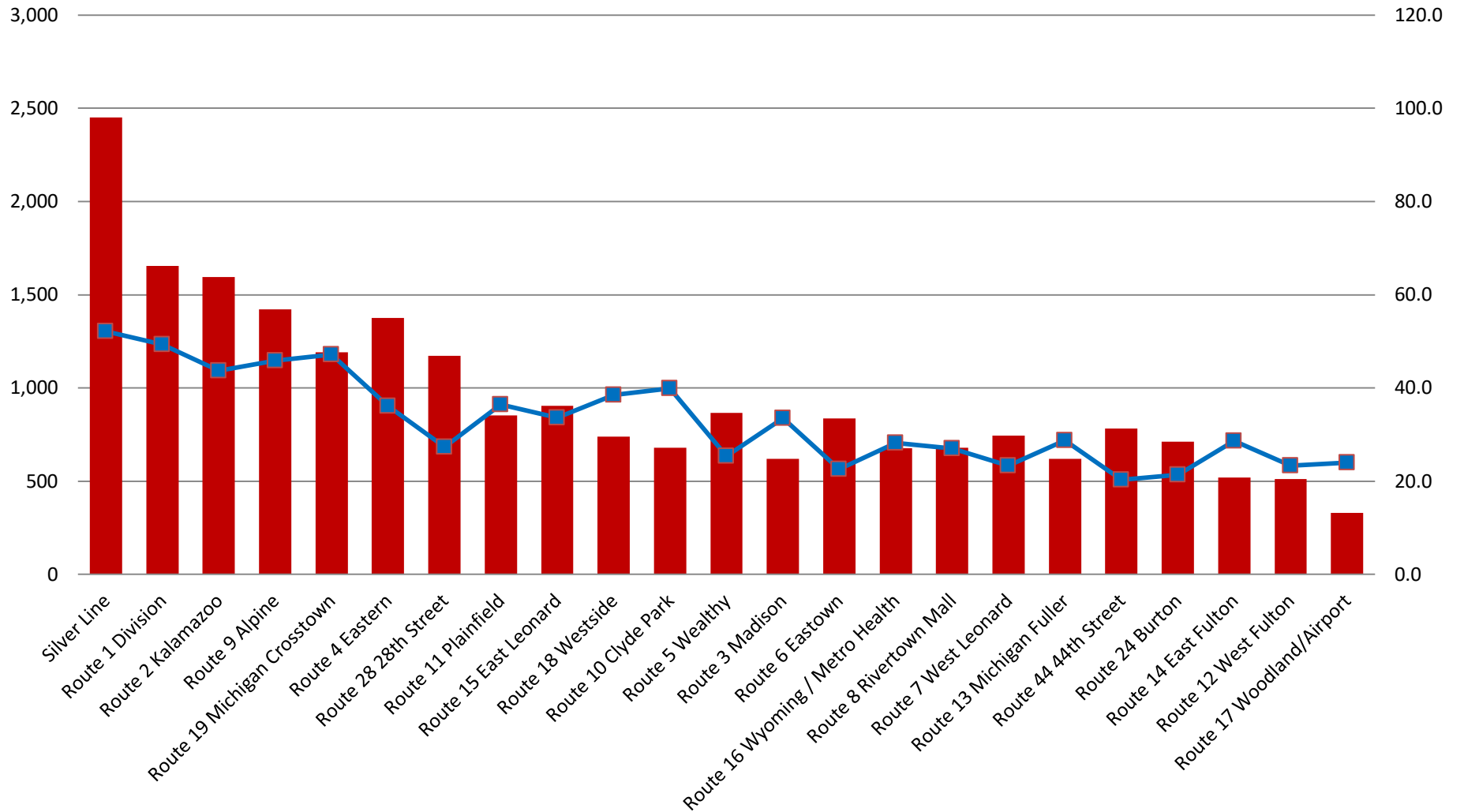
## Fixed-Route Scoring Summary: May 2019 Compared to May 2018



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



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



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

■ Effectiveness Score    ■ Efficiency Score