



Date: October 16, 2019
To: ITP Board
From: Maxwell Dillivan, AICP / Planning Department
Subject: AUGUST 2019 RIDERSHIP AND PRODUCTIVITY REPORT

BACKGROUND

August 2019 performance compared to August 2018 was predominantly commensurate. While Fixed Route ridership decreased 0.8%, August 2018 had the benefit of one additional weekday. Adjusting for the additional weekday, Fixed Route ridership increased 2.8% for the month. DASH and Route 19 continue to bolster strong ridership compared to the same month of the previous year. Notably, Route 3 – Madison continues a month-over-month increase for the fourth consecutive month. Overall, system ridership is performing at levels last experienced in FY2016.

RIDERSHIP SUMMARY

August 2019 compared to August 2018

Total Ridership	Monthly Total	Percent Change	Total Change
Routes 1 – 44 ridership	608,801	-0.8%	-4,878
Routes 1 – 44 (excluding Route 19) ridership	502,993	-3.7%	-19,087
Contracted/Specialized Service ridership	165,264	17.5%	24,666
Demand-Response ridership	28,495	-2.9%	-857
Total Monthly Ridership	802,460	2.4%	18,931

Daily Average	Monthly Average	Percent Change	Total Change
Average Weekday total ridership	30,866	4.4%	1,298
Average Weekday Evening ridership	4,939	10.5%	469
Average Saturday ridership	13,740	10.1%	1,264
Average Sunday ridership	6,577	8.2%	499

Fiscal Year 2019 compared to Fiscal Year 2018

Total Ridership	Monthly Total	Percent Change	Total Change
Routes 1 – 44 ridership	6,643,026	-0.5%	-35,757
Contracted/Specialized Service ridership	2,470,692	2.9%	69,366
Demand-Response ridership	314,377	-2.8%	-8,964
Total Monthly Ridership	9,428,095	0.3%	24,645

Daily Average	Monthly Average	Percent Change	Total Change
Average Weekday total ridership	34,780	0.6%	-223
Average Weekday Evening ridership	4,984	6.2%	232
Average Saturday ridership	13,386	9.1%	1,121
Average Sunday ridership	6,338	9.4%	546

ROUTE PERFORMANCE SUMMARY (Routes 1-44 Only)

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

Performance Category	Monthly Average	Percent Change	Total Change
Average passengers per hour	1.84	-4.0%	-0.4 points
Average passengers per mile	1.50	-3.9%	-0.5 points
Average farebox recovery percent	24.8%	-1.4%	-0.2 points
Average daily passengers	19,461	-4.1%	-1.8 points
Monthly system performance	75.4 points	-3.6%	-2.8 points
Fiscal year system performance	77.5 points	-3.9%	-3.1 points

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, Route 9 – Alpine, and Route 19 – Michigan Crosstown performed one standard deviation above the system mean
- 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)**

August 2019 Fixed Route Ridership Change: 2.82%

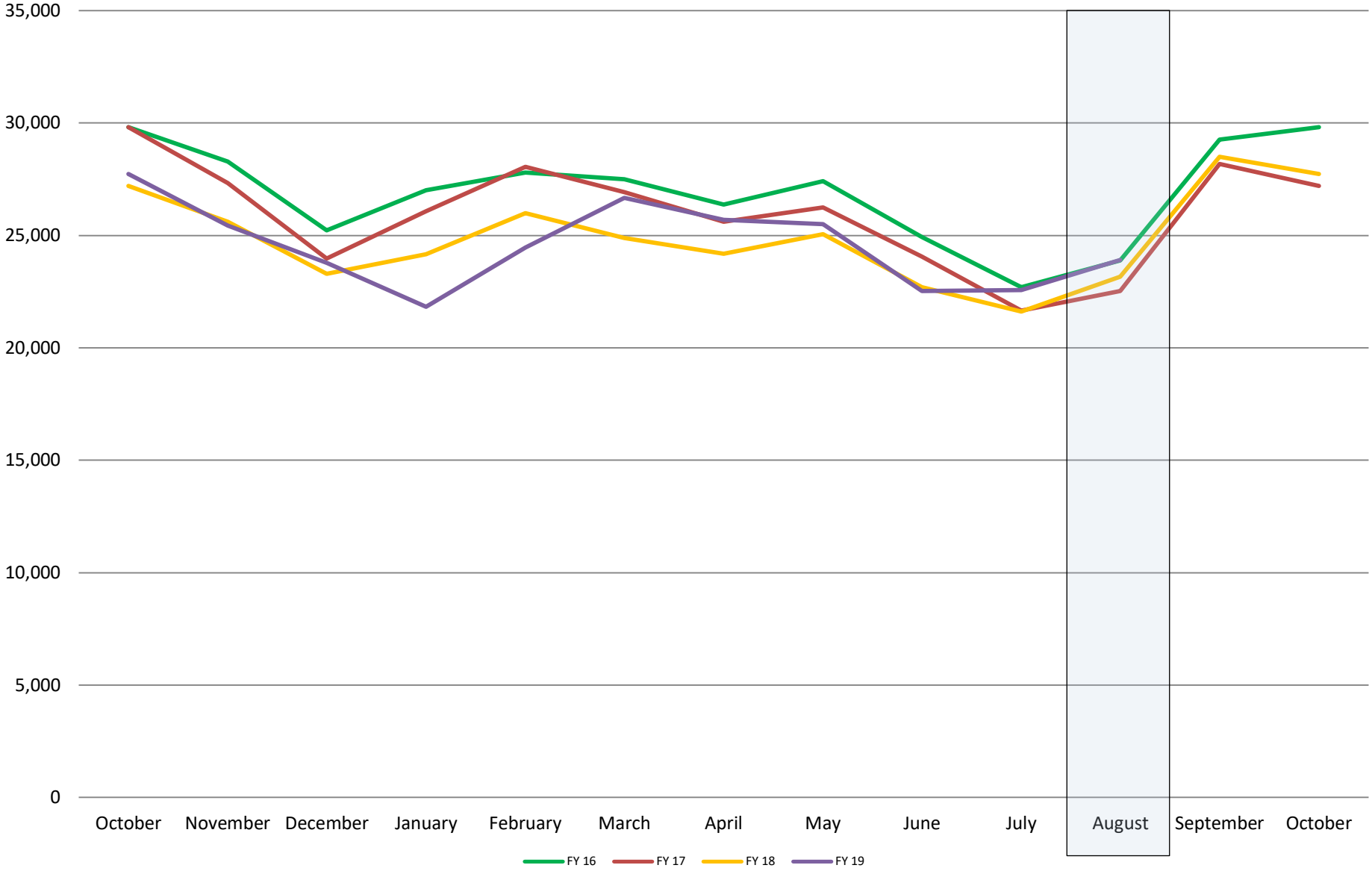
August 2019 Total Ridership Change: 6.81% (note: figures now include DASH ridership)

Change in service days from August 2019 to August 2018

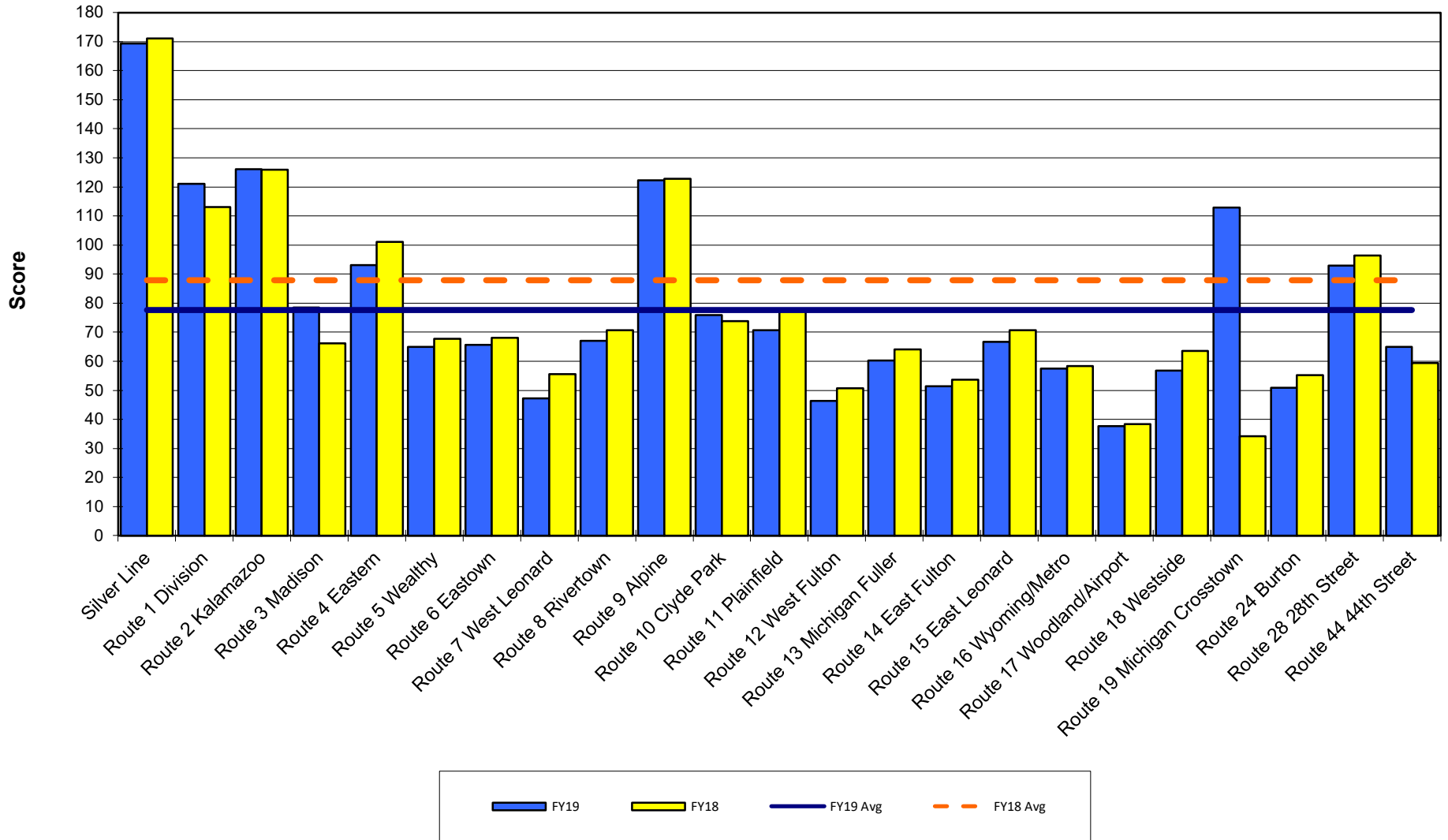
	FY 2019	FY 2018	Change
Total Service Weekdays	22	23	-1
Total Service Saturdays	5	4	1
Total Service Sundays	4	4	0

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

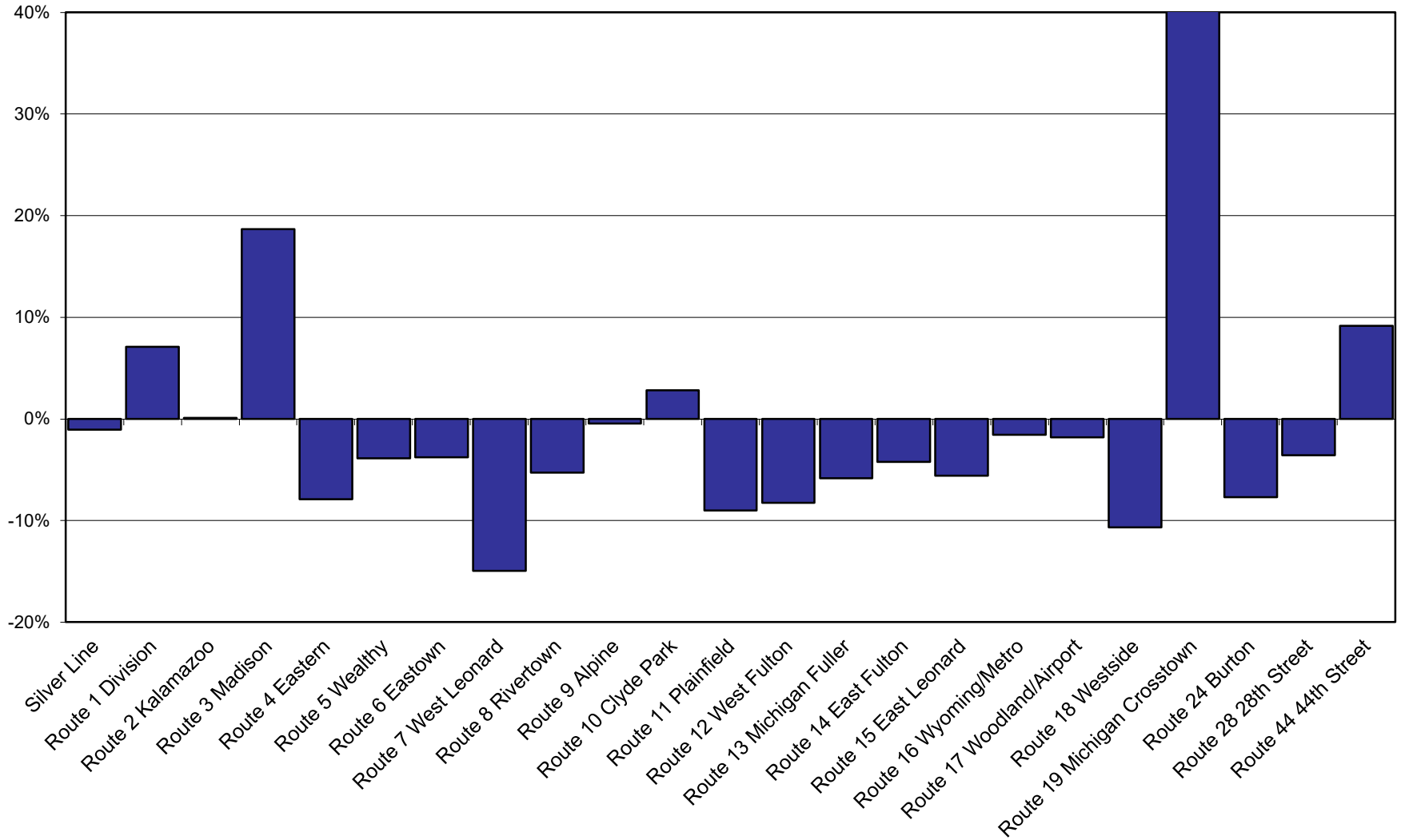
Monthly Weekday Average Ridership History



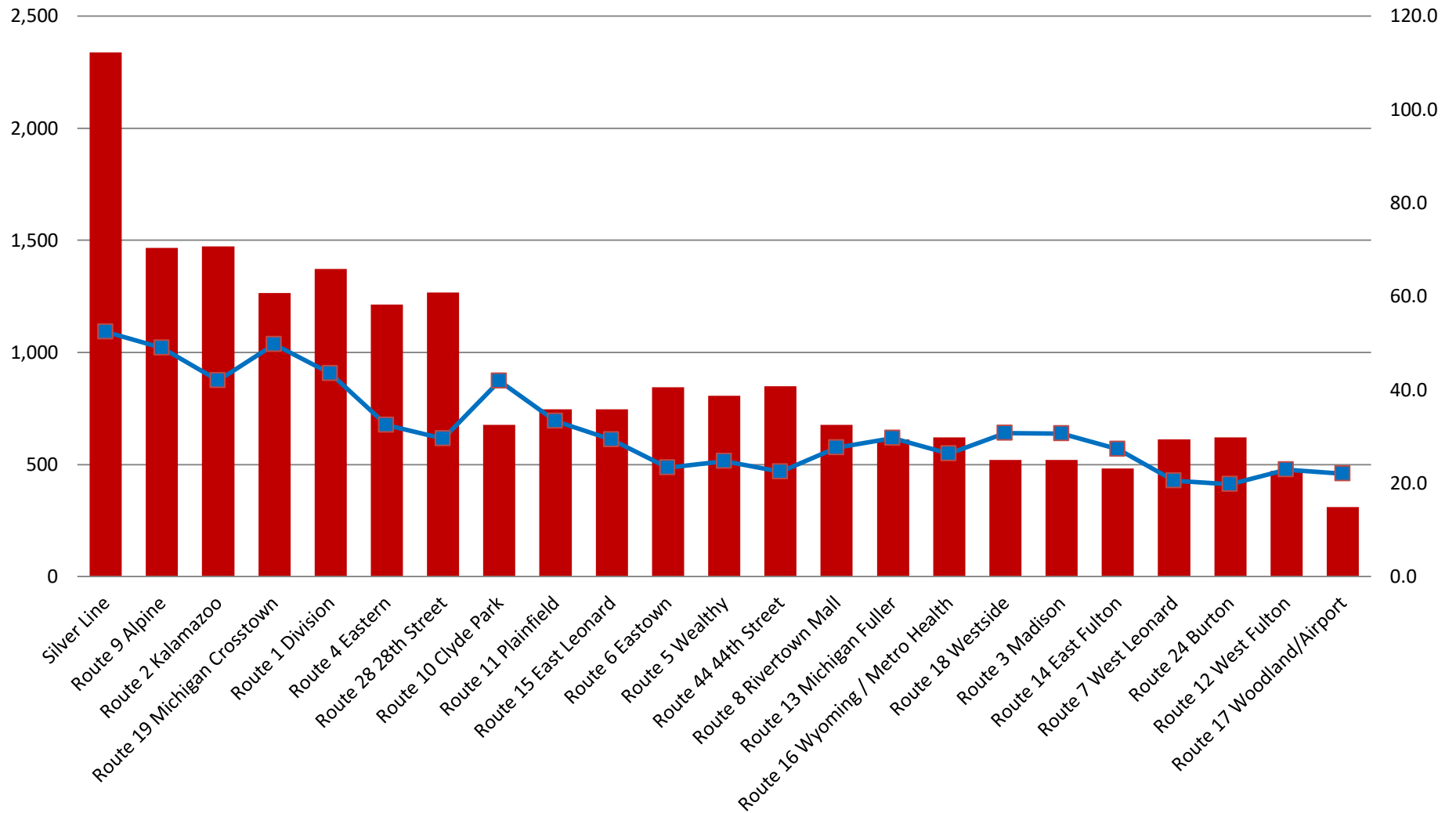
Fixed-Route Scoring Summary: August 2019 Compared to August 2018



Percent Change by Route: August 2019 Compared to August 2018



Fixed Route Efficiency Score and Ridership Levels - August 2019



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

■ Effectiveness Score ■ Efficiency Score