



Date: November 20, 2019
To: ITP Board
From: Maxwell Dillivan, AICP / Planning Department
Subject: SEPTEMBER 2019 FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT

BACKGROUND

September 2019 performance compared to September 2018 was generally down though just slightly. Total monthly ridership fell approximately 2.3% despite having an additional weekday. Route 19 and DASH services are up modestly from September 2018 as figures for these routes begin to normalize to service enhancements implemented last year. For the entire year, ridership as a whole increased from FY 2018.

RIDERSHIP SUMMARY

September 2019 compared to September 2018

Total Ridership	Monthly Total	Percent Change	Total Change
Routes 1 – 44 ridership	636,788	-4.5%	-29,728
Routes 1 – 44 (excluding Route 19) ridership	608,422	-5.6%	-35,757
Contracted/Specialized Service ridership	374,697	1.5%	5,540
Demand-Response ridership	27,407	0.2%	66
Total Monthly Ridership	1,038,892	-2.3%	-24,122

Daily Average	Monthly Average	Percent Change	Total Change
Average Weekday total ridership	45,523	-5.6%	-2,702
Average Weekday Evening ridership	6,337	-5.7%	-384
Average Saturday ridership	16,956	3.1%	503
Average Sunday ridership	6,639	-10.6%	-786

Fiscal Year 2019 compared to Fiscal Year 2018

Total Ridership	Monthly Total	Percent Change	Total Change
Routes 1 – 44 ridership	7,301,569	-0.6%	-43,730
Contracted/Specialized Service ridership	2,845,315	2.7%	74,832
Demand-Response ridership	342,696	-2.3%	-7,986
Total Monthly Ridership	10,489,580	0.2%	23,116

Daily Average	Monthly Average	Percent Change	Total Change
Average Weekday total ridership	35,707	-0.8%	-284
Average Weekday Evening ridership	5,090	5.1%	246
Average Saturday ridership	13,662	7.8%	994
Average Sunday ridership	6,367	7.1%	421

ROUTE PERFORMANCE SUMMARY (Routes 1-44 Only)

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

Performance Category	Monthly Average	Percent Change	Total Change
Average passengers per hour per route	21.9	-6.7%	-0.8 points
Average passengers per mile per route	1.78	-6.6%	-1.0 points
Average farebox recovery percent per route	28.2%	1.4%	0.2 points
Average daily passengers	21,763	0.3%	0.1 points
Monthly system performance	86.1 points	-1.6%	-1.4 points
Fiscal year system performance	78.3 points	-3.6%	-2.9 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 2 – Kalamazoo, Route 9 – Alpine, and Route 19 – Michigan Crosstown performed one standard deviation above the system mean
- Route 17 – Woodland/Airport and Route 14 – East Fulton performed one standard deviation below the system mean
- **No routes performed below standard (less than 66.7% below the system mean)**

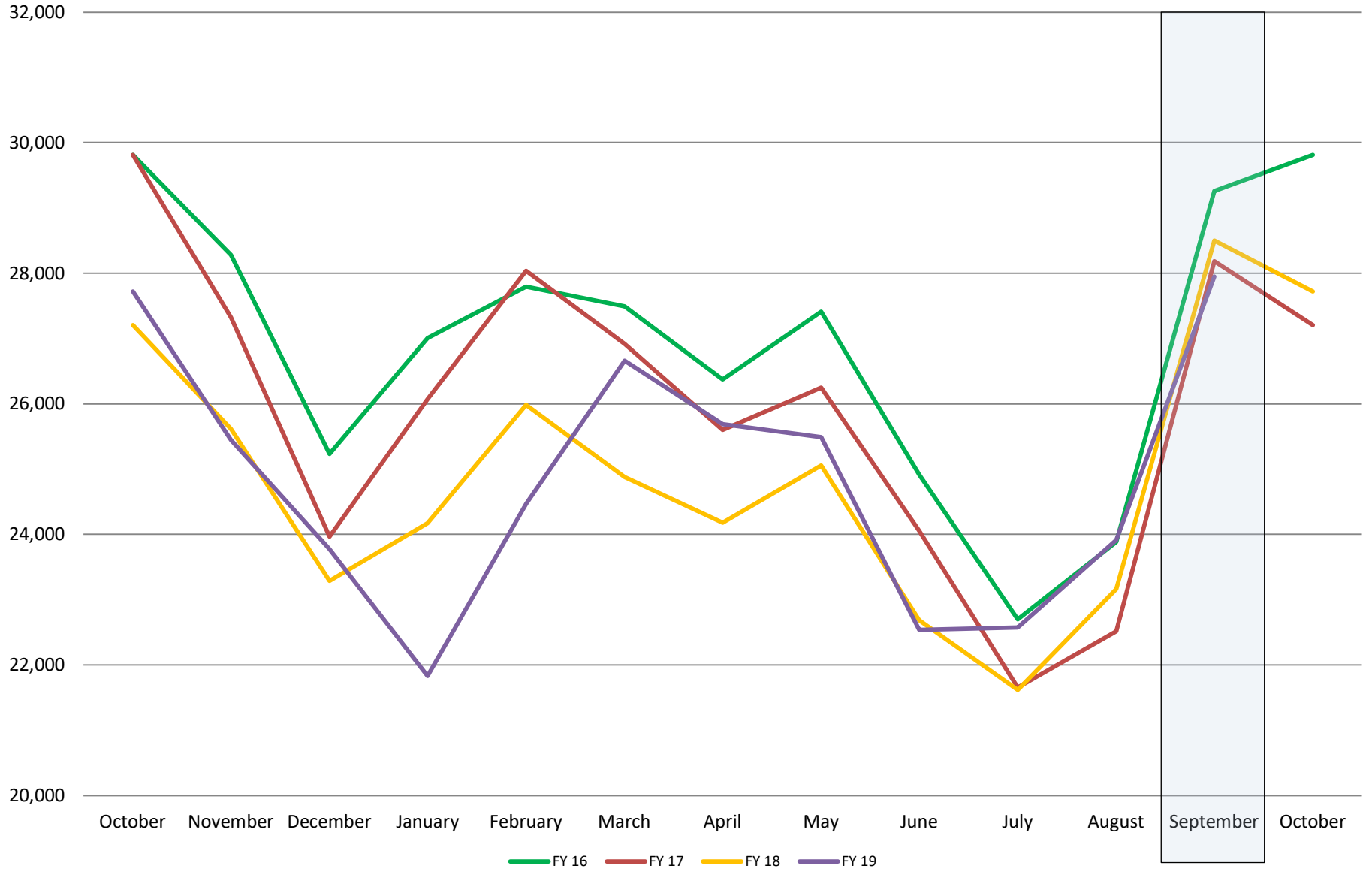
September 2019 Fixed Route Ridership Change: **-2.07%**
 September 2019 Total Ridership Change: **-4.01%**

Change in service days from September 2019 to September 2018

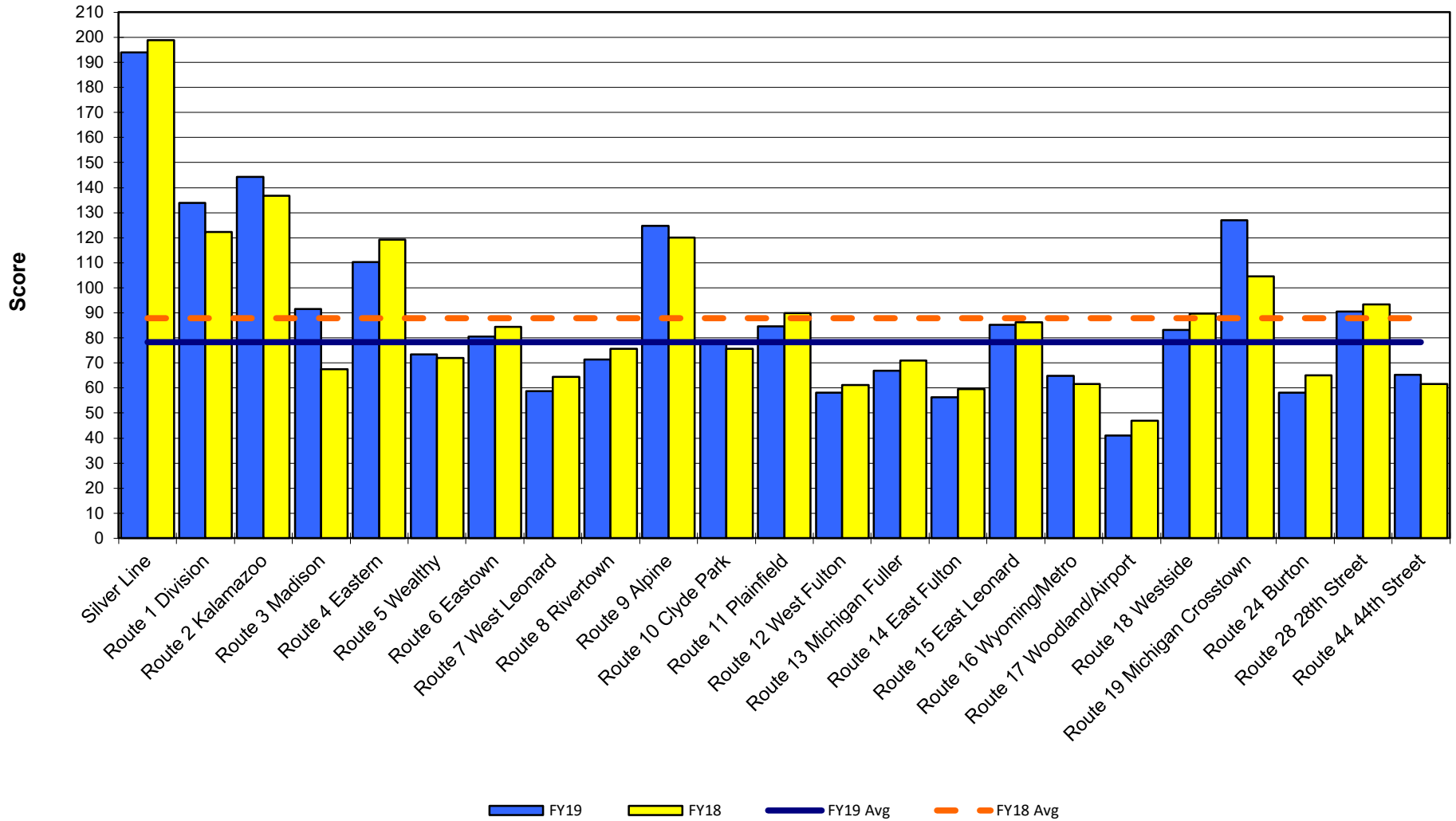
	FY 2019	FY 2018	Change
Total Service Weekdays	20	19	1
Total Service Saturdays	4	5	-1
Total Service Sundays	5	5	0

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

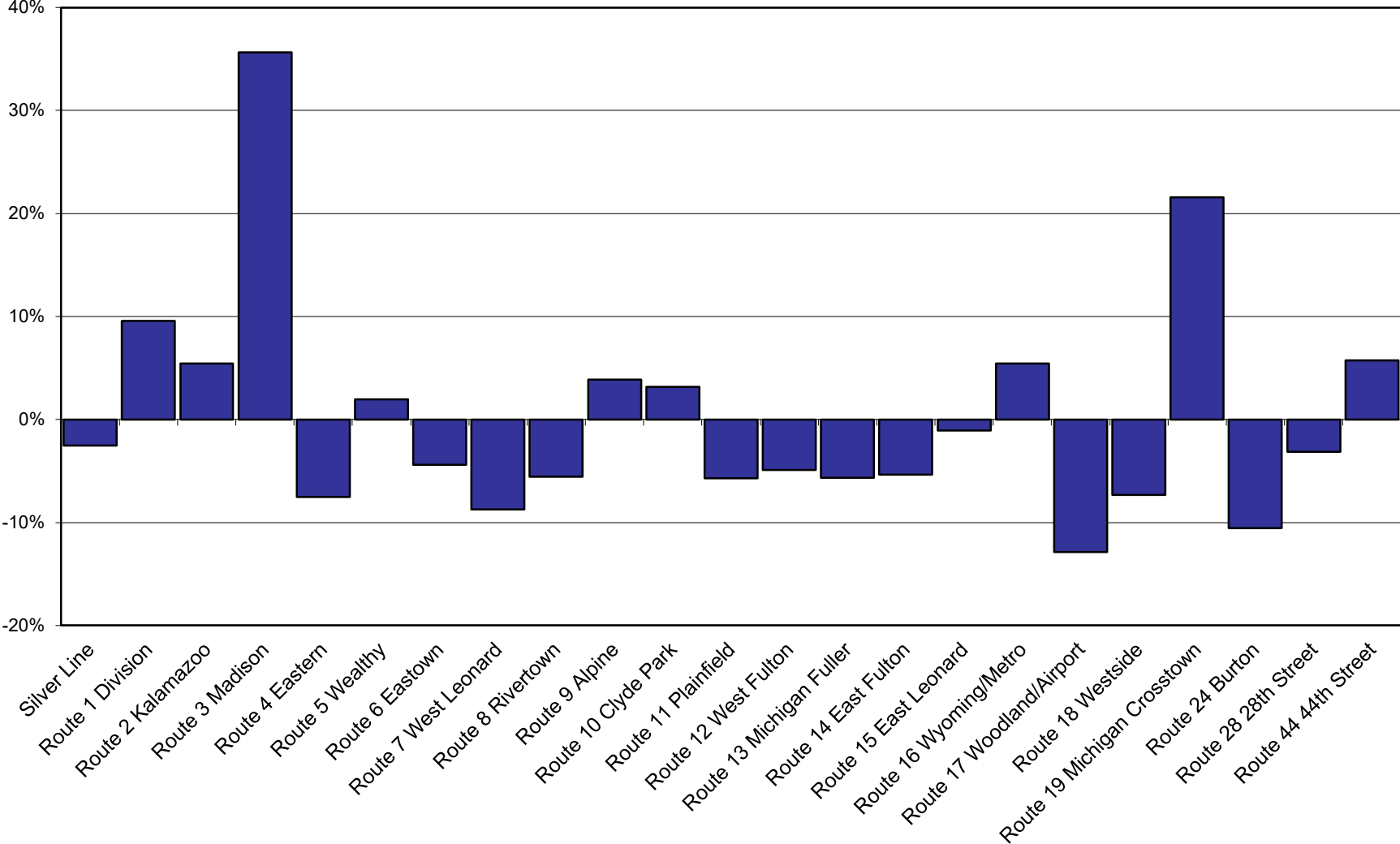
Monthly Weekday Average Ridership History



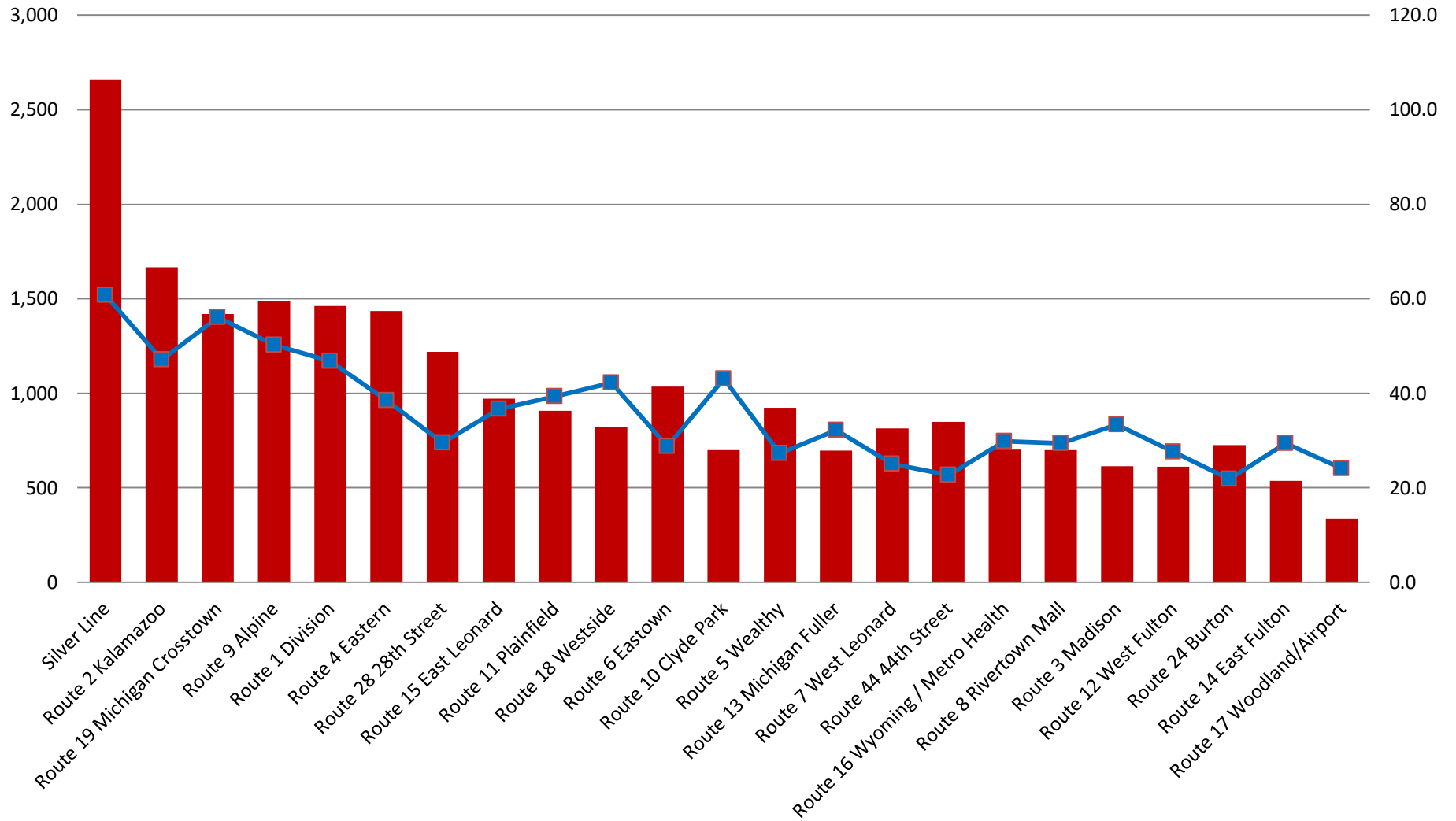
Fixed-Route Scoring Summary: September 2019 Compared to September 2018



Percent Change by Route: September 2019 Compared to September 2018



Fixed Route Efficiency Score and Ridership Levels - September 2019



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

Effectiveness Score Efficiency Score