# May 2022 Ridership Report

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## **Local/Express Ridership**



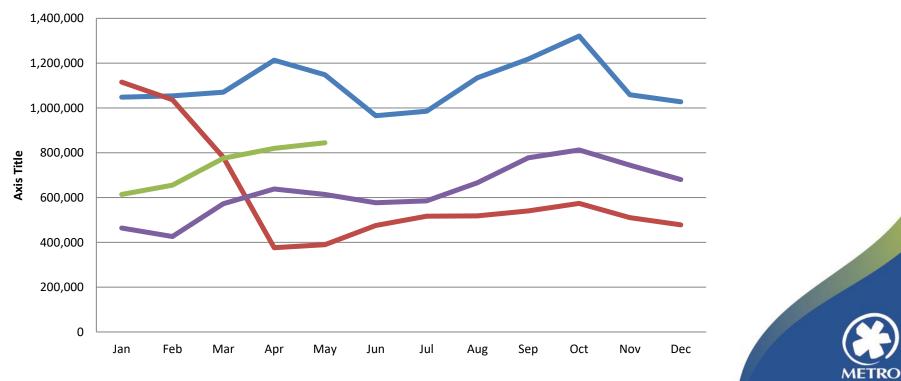
|           | ACTUAL    | BUDGET    | VARIANCE<br>(%/#) |          | 2021      | VARIA<br>(%) | ANCE<br>/#) |  |
|-----------|-----------|-----------|-------------------|----------|-----------|--------------|-------------|--|
| TOTAL     | 845,100   | 785,320   | 7.6%              | 59,780   | 614,347   | 37.6%        | +230,753    |  |
| LOCAL     | 820,974   | 763,656   | 7.5%              | 57,318   | 600,071   | 36.8%        | +220,903    |  |
| EXPRESS   | 24,126    | 21,664    | 11.4%             | 2,462    | 14,276    | 69.0%        | +9,850      |  |
| YTD TOTAL | 3,709,448 | 3,829,931 | -3.1%             | -120,483 | 2,715,131 | 36.6%        | +994,317    |  |



#### Local/Express Ridership

#### **Monthly Fixed Ridership 2019 - Present**

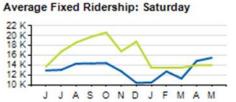
2019 Actual 2020 Actual 2021 Actual 2022 Actual



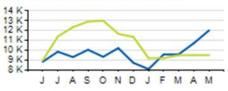
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#### Local/Express KPIs

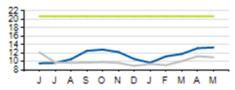




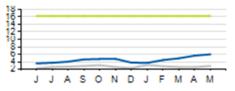




Passengers per Hour: Local



#### Passengers per Trip: Express



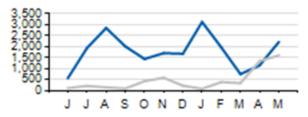
|                               | ACTUAL | KPI/BUDGET | VARIANCE |
|-------------------------------|--------|------------|----------|
| PASSENGERS PER HOUR (LOCAL)   | 13.3   | 20.7       | -7.4     |
| PASSENGERS PER TRIP (EXPRESS) | 6.1    | 16.2       | -10.1    |
| AVERAGE RIDERSHIP (WD)        | 33,852 | 32,013     | +1,839   |
| AVERAGE RIDERSHIP (SA)        | 15,518 | 14,008     | +1,510   |
| AVERAGE RIDERSHIP (SU)        | 12,022 | 9,500      | +2,522   |



KPI/Budget

### **Local/Express Missed Trips**

#### Missed Trips



|  | Current year | Prior year |
|--|--------------|------------|
|  |              |            |

|                            | ACTUAL | TOTAL TRIPS | % OF TRIPS OPERATED |
|----------------------------|--------|-------------|---------------------|
| MISSED TRIPS (ALL SERVICE) | 2,214  | 67,264      | 97.0%               |

| REASON FOR MISSED TRIP | ACTUAL | % of MISSED TRIPS |
|------------------------|--------|-------------------|
| NO OPERATOR AVAILABLE  | 2,123  | 96.0%             |
| MECHANICAL ISSUE       | 0      | 0.0%              |
| TRAFFIC INCIDENT       | 15     | 0.07%             |
| LATE OPERATIONS        | 43     | 1.9%              |
| OTHER                  | 33     | 1.5%              |

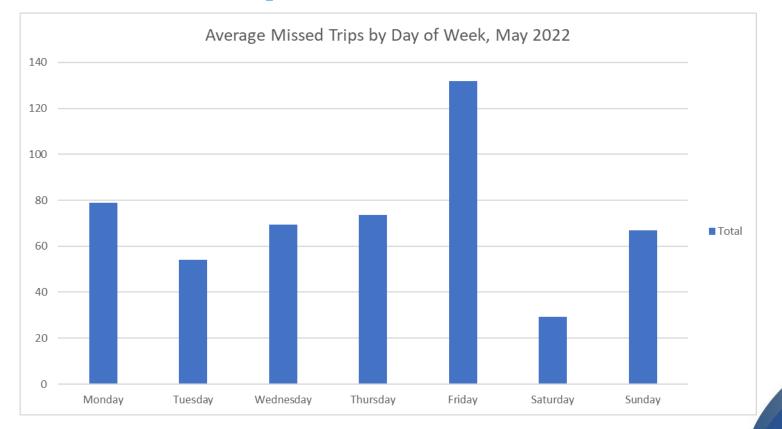


### **Local/Express Missed Trips Due to No Operator**



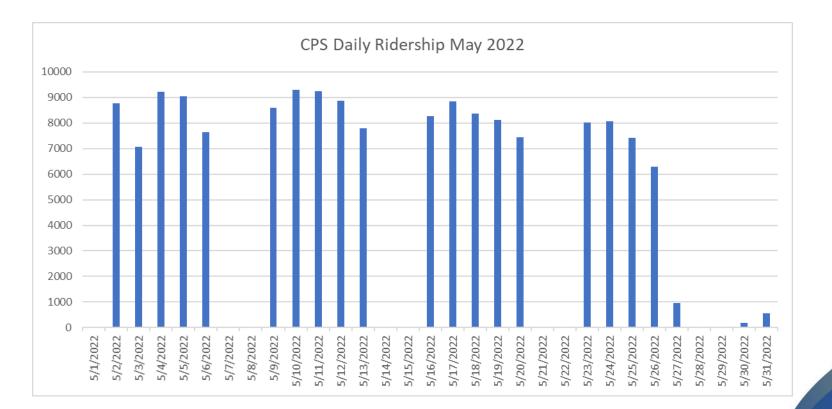


## Local/Express Daily Average Missed Trips



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## **CPS Ridership**





# **Access Ridership**

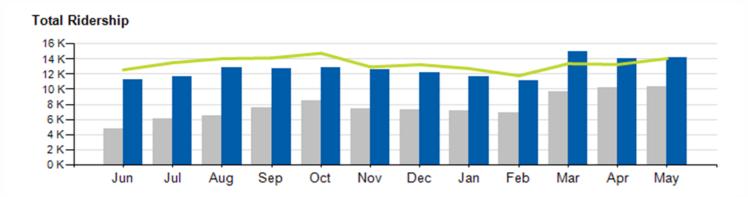
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### **Access Ridership**

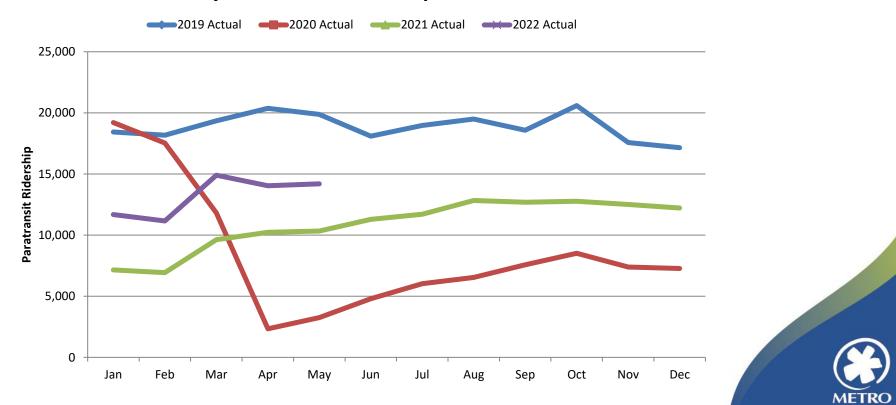


| ACCESS<br>PARATRANSIT | ACTUAL | BUDGET | VARIANCE (%/#) |     | 2021   | VARIANCE (%/#) |         |
|-----------------------|--------|--------|----------------|-----|--------|----------------|---------|
| TOTAL                 | 14,190 | 14,047 | 1%             | 143 | 10,332 | 37.3%          | +3,858  |
| WD                    | 12,919 |        |                |     | 9,334  | 38.4%          | +3,585  |
| SA                    | 571    |        |                |     | 513    | 11.3%          | +58     |
| SU                    | 700    |        |                |     | 485    | 44.3%          | +215    |
| YTD                   | 66,049 | 65,187 | 1.3%           | 862 | 44,268 | 49.3%          | +20,919 |



#### **Access Ridership**

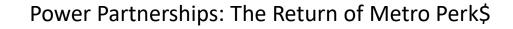
#### **Monthly Paratransit Ridership 2019 - Present**



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