

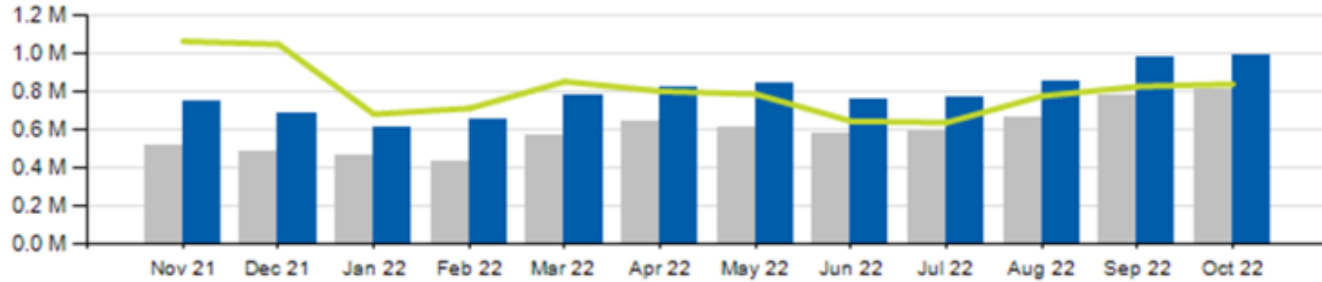


# October 2022 Ridership Report



# Local/Express Ridership

Total Ridership

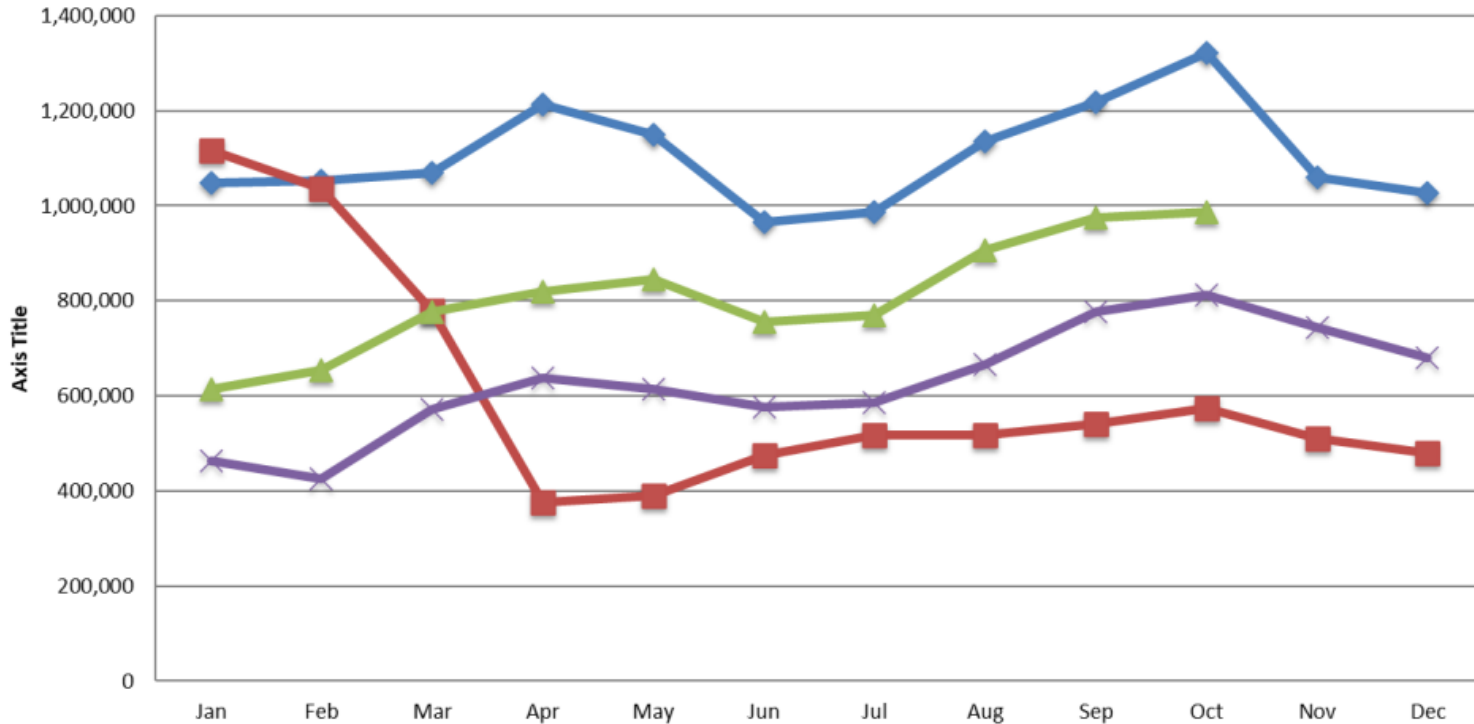


	ACTUAL	BUDGET	VARIANCE (%/#)		2021	VARIANCE (%/#)	
TOTAL	986,955	838,344	17.7%	148,611	812,689	21.4%	+174,266
LOCAL	963,742	815,175	18.2%	148,567	789,620	22.1%	+174,122
EXPRESS	23,213	23,169	0.2%	44	23,069	0.6%	+144
YTD TOTAL	8,050,490	7,550,825	6.6%	499,665	6,134,617	31.2%	+1,915,873

# Local/Express Ridership

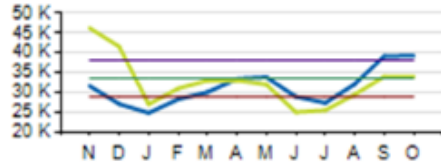
## Monthly Fixed Ridership 2019 - Present

2019 Actual 2020 Actual 2021 Actual 2022 Actual

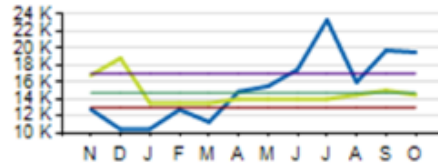


# Local/Express KPIs

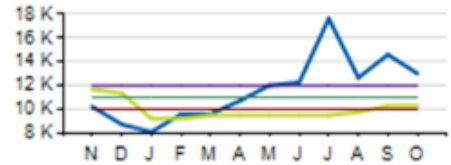
Average Fixed Ridership: Weekday



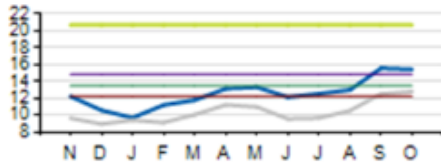
Average Fixed Ridership: Saturday



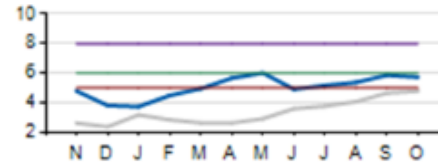
Average Fixed Ridership: Sunday



Passengers per Hour: Local



Passengers per Trip: Express



	ACTUAL	KPI/BUDGET	VARIANCE
PASSENGERS PER HOUR (LOCAL)	15.4	12.25	+3.1
PASSENGERS PER TRIP (EXPRESS)	5.7	5	+0.7
AVERAGE RIDERSHIP (WD)	39,250	34,015	+5,236
AVERAGE RIDERSHIP (SA)	19,524	14,508	+5,015
AVERAGE RIDERSHIP (SU)	13,016	10,299	+2,716

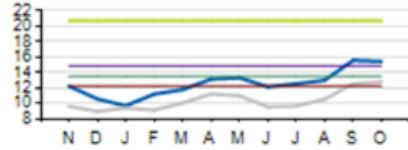
Current year

Prior year

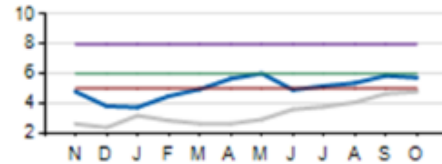
KPI/Budget

# Local/Express KPIs

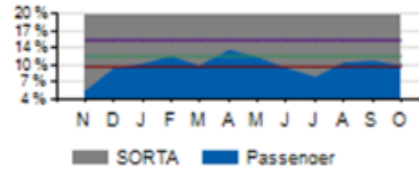
Passengers per Hour: Local



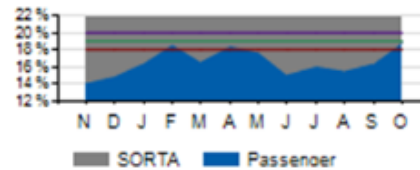
Passengers per Trip: Express



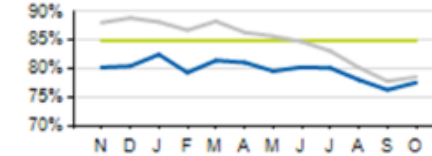
Service Cost Sharing: Local



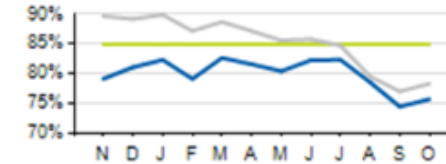
Service Cost Sharing: Express



On-Time Performance: Local



On-Time Performance: Express



	ACTUAL	KPI	VARIANCE
COST PER PASSENGER (LOCAL)	\$8.94	\$12.50	-\$3.56
COST PER PASSENGER (EXPRESS)	\$33.45	\$50.00	-\$16.55
COST RECOVERY (LOCAL)	9.4%	10.0%	-0.6%
COST RECOVERY (EXPRESS)	22.4%	18.0%	4.4%
ON TIME PERFORMANCE (LOCAL)	77.6%	85.0%	-7.4%
ON TIME PERFORMANCE (EXPRESS)	75.7%	85.0%	-9.3%

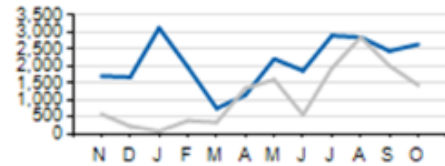
Current year

Prior year

KPI

# Local/Express Missed Trips

Missed Trips



Current year



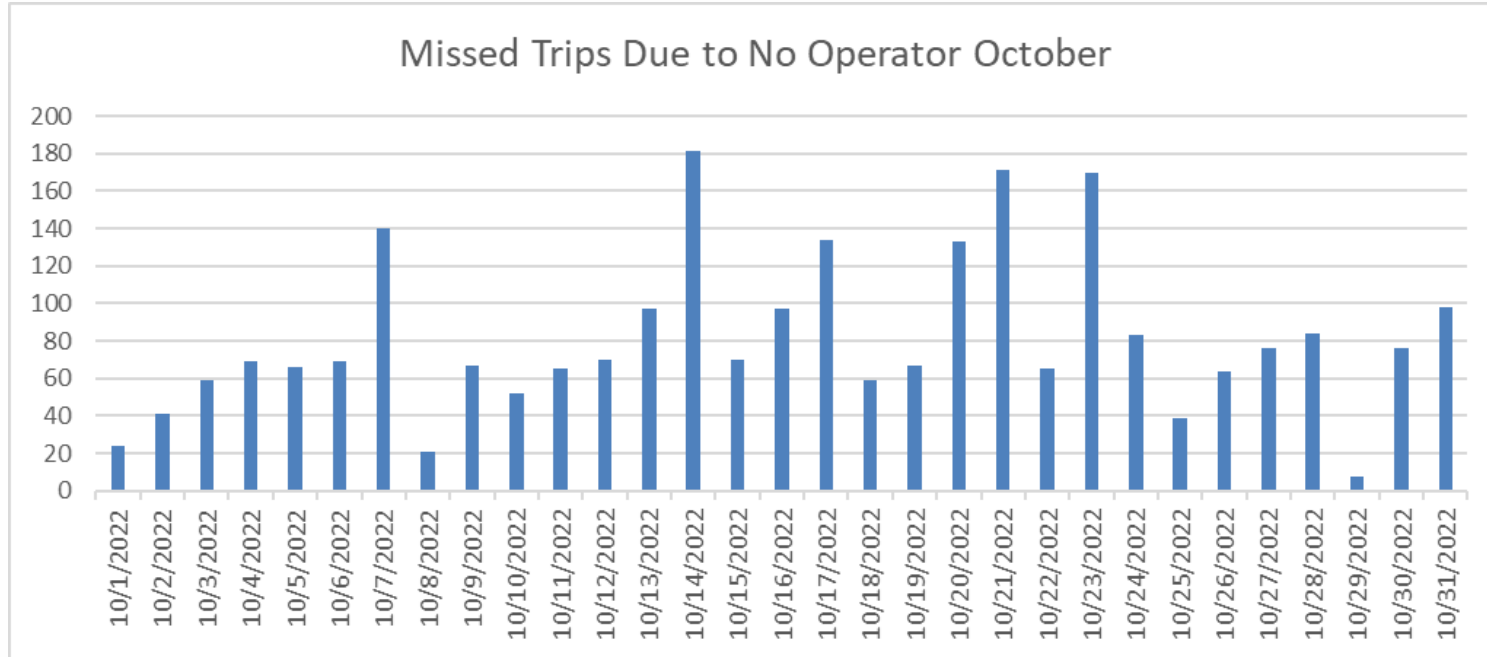
Prior year

	ACTUAL	TOTAL TRIPS	% OF TRIPS OPERATED
MISSED TRIPS (ALL SERVICE)	2,659	67,691	96%

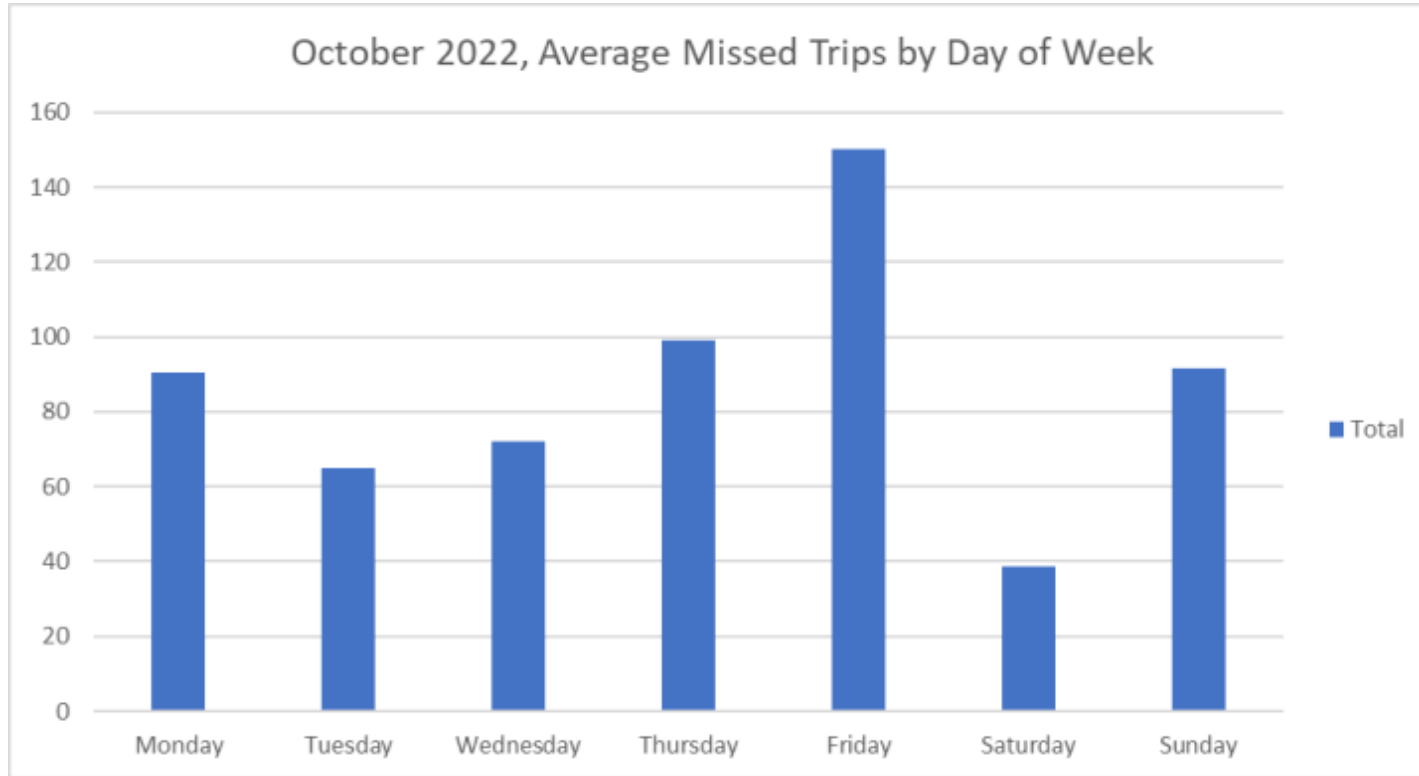
REASON FOR MISSED TRIP	ACTUAL	% of MISSED TRIPS
NO OPERATOR AVAILABLE	2,515	95.0%
MECHANICAL ISSUE	0	0.0%
TRAFFIC INCIDENT	19	0.7%
LATE OPERATIONS	18	0.6%
OTHER	107	4.0%



# Local/Express Missed Trips Due to No Operator

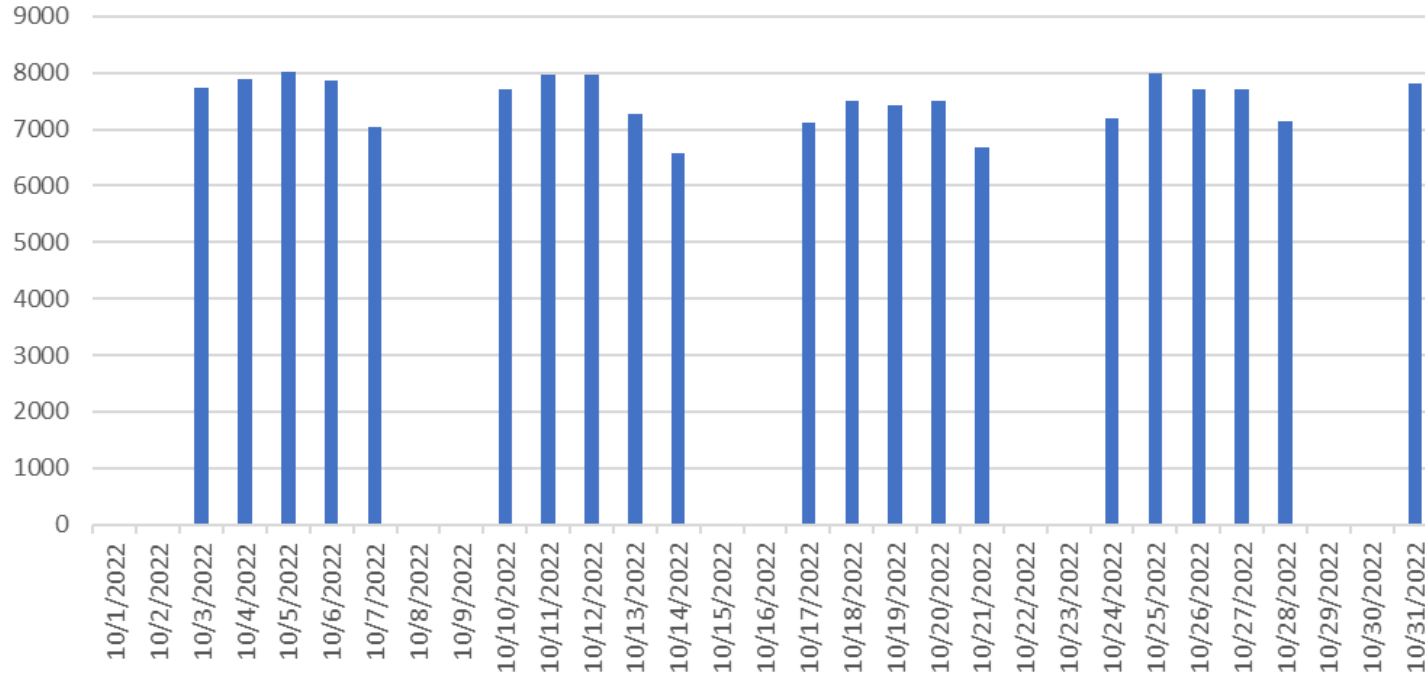


# Local/Express Daily Average Missed Trips



# CPS Ridership

CPS Daily Riders  
October 2022

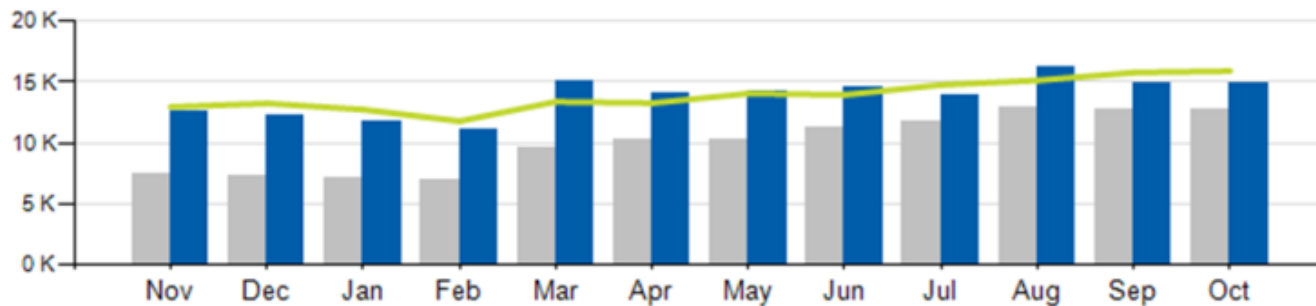




# Access Ridership

# Access Ridership

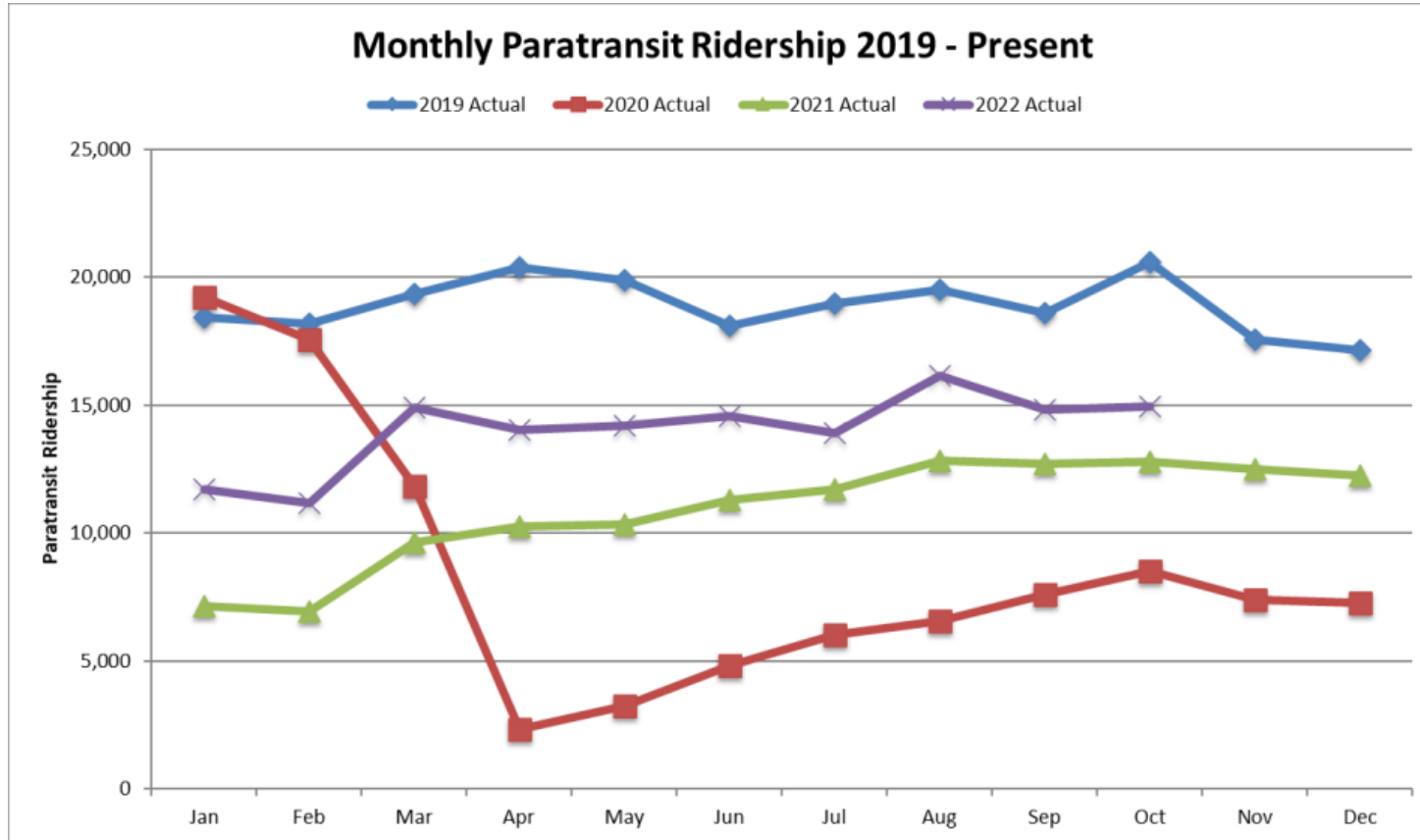
Total Ridership



ACCESS PARATRANSIT	ACTUAL	BUDGET	VARIANCE (%/#)		2021	VARIANCE (%/#)	
TOTAL	14,929	15,893	-6.1%	-935	12,687	16.9%	+2,242
WD	13,674				11,685	17.0%	+1,989
SA	653				636	2.7%	+17
SU	602				447	34.7%	+155
YTD	140,406	140,664	-0.2%	-258	105,544	-0.2%	+34,862

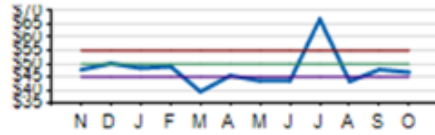


# Access Ridership

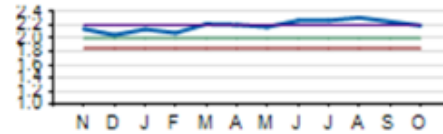


# Access KPIs

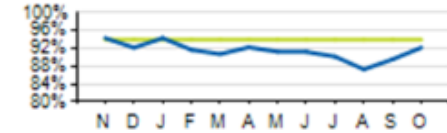
Cost per Passenger



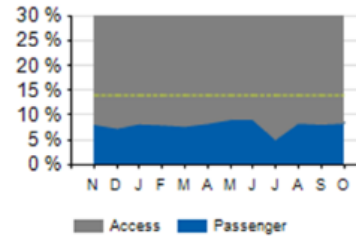
Passengers per Hour



On-Time Performance



Service Cost Sharing



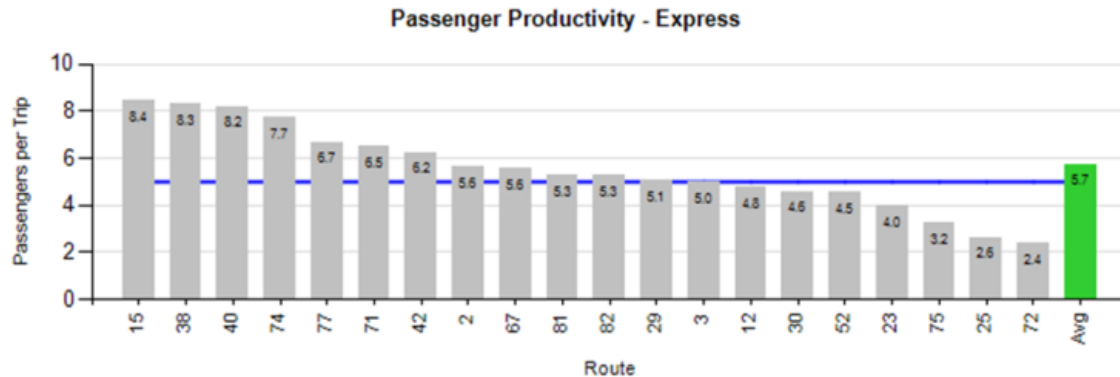
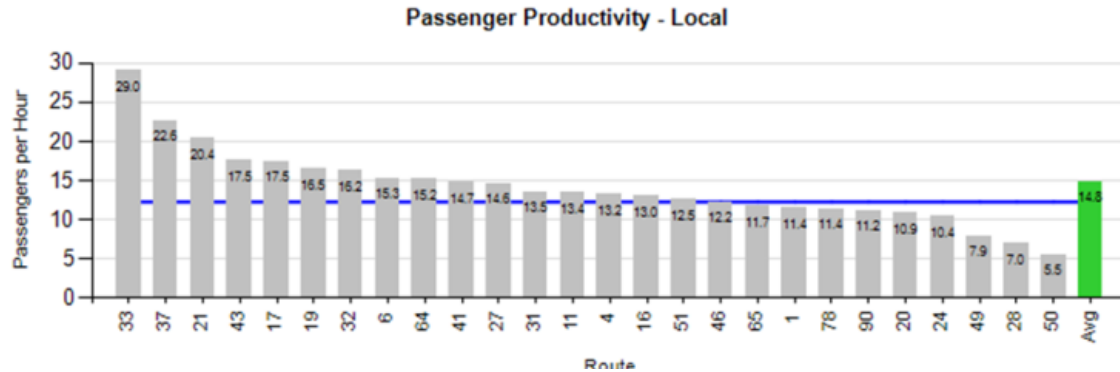
	ACTUAL	KPI	VARIANCE
COST PER PASSENGER	\$46.8	\$55.00	-8.2
ON-TIME PERFORMANCE (OTP)	92.0%	94.0%	-2.0%
PASSENGER PER HOUR	2.2	2.2	+0.0%
COST RECOVERY	8.4%	14.0%	-5.60%

Current year

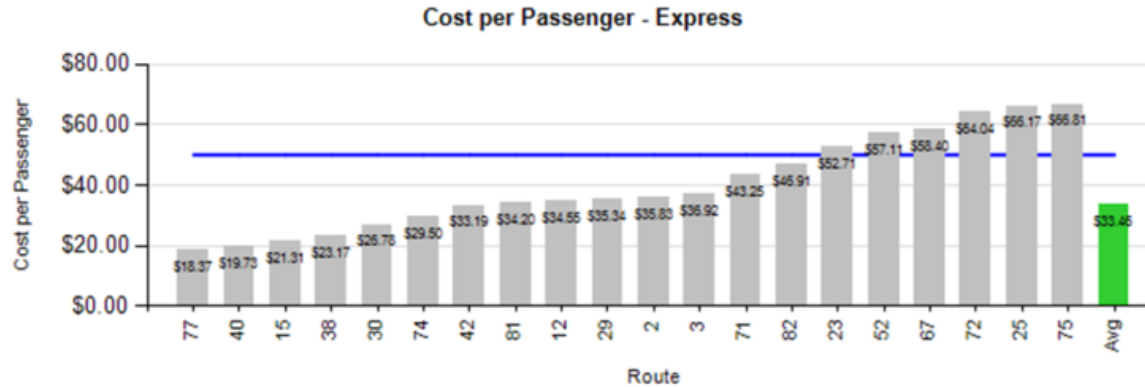
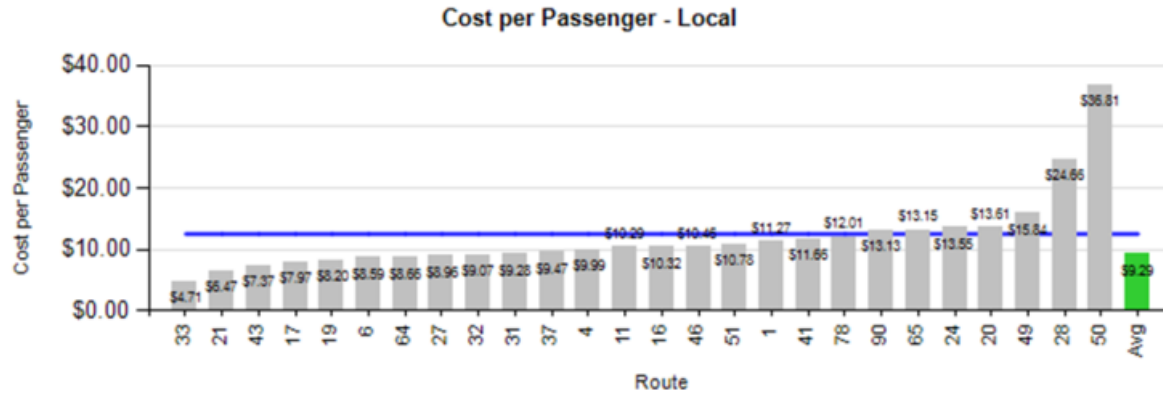
KPI

# Monthly Route Performance Measures

# Route Passenger KPIs - October

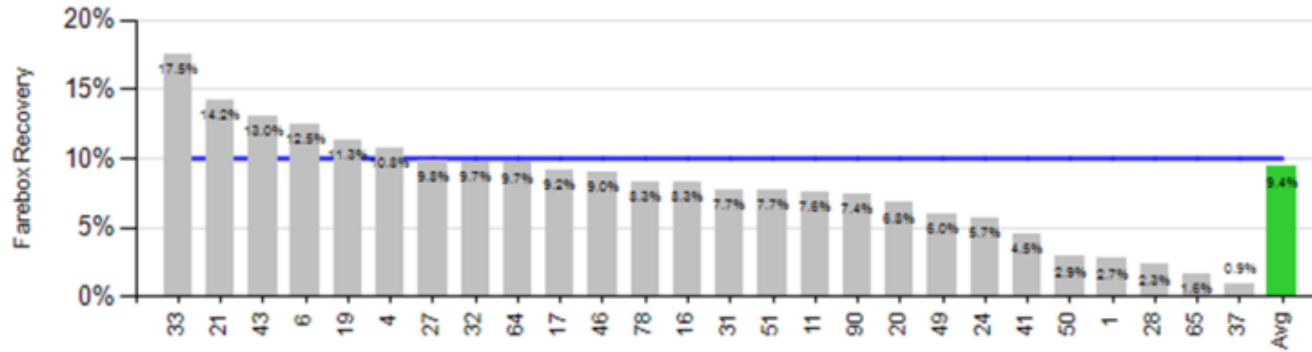


# Route Cost KPIs - October

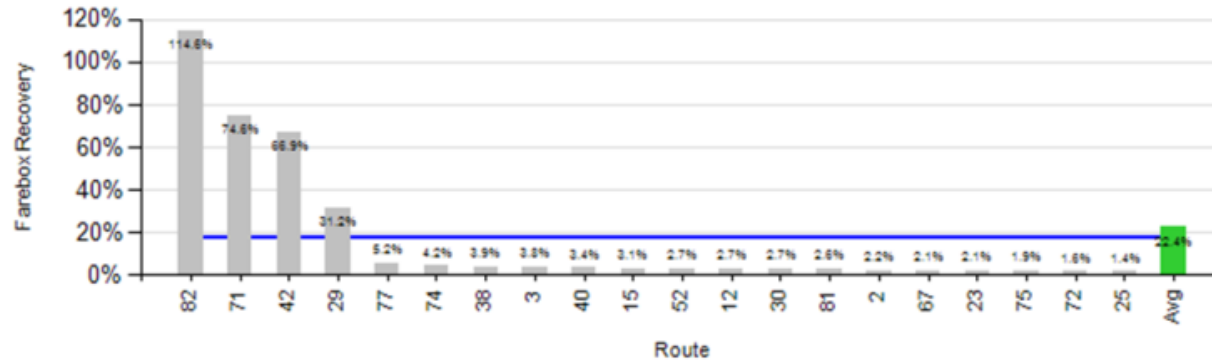


# Route Revenue KPIs - October

## Farebox Recovery - Local

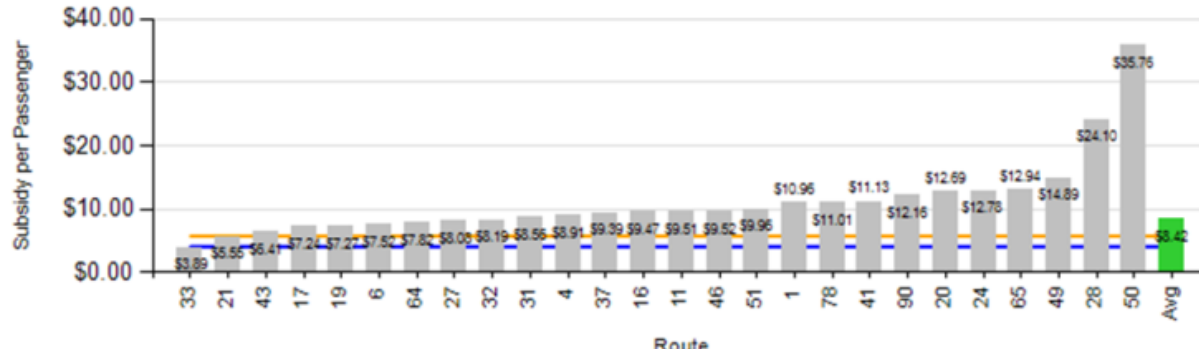


## Farebox Recovery - Express

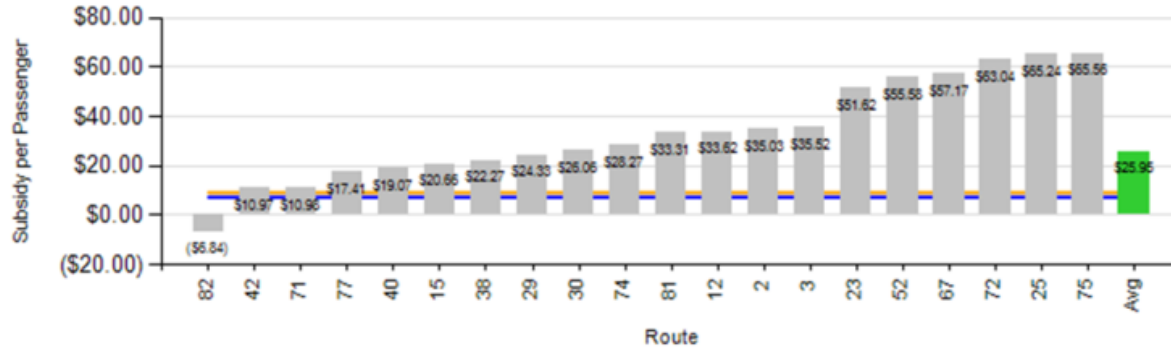


# Route Revenue KPIs - October

Passenger Subsidy - Local

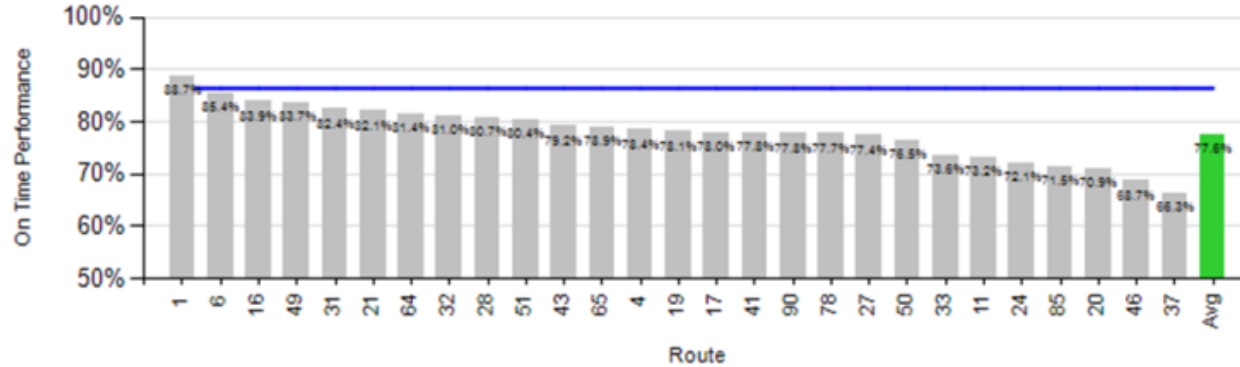


Passenger Subsidy - Express

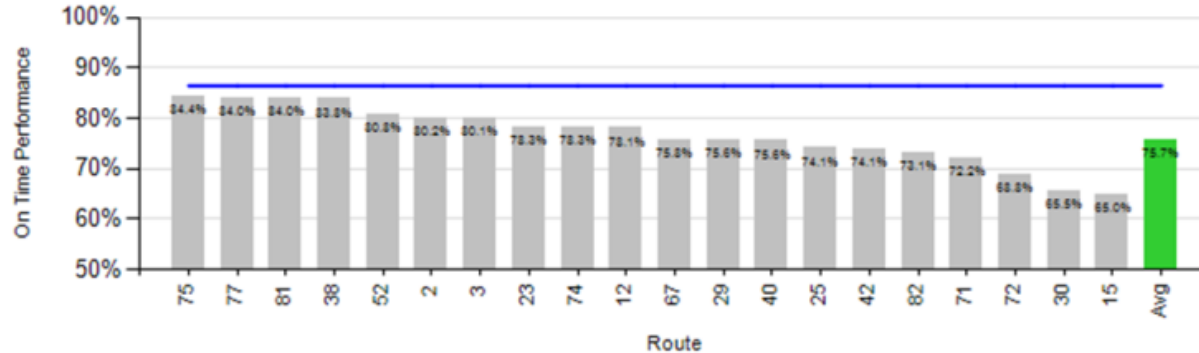


# Route Revenue KPIs - October

## On-Time Performance - Local







## On-Time Performance - Express



# Ridership Roundup

Cameron Hardy  
Community Engagement Coordinator

-  Community Collaboration
-  Travel Training
-  University Student Outreach
-  Quality Control Assistance







# Ridership Roundup

## Forming a Corporate Partnership

**The Issue:** transportation issues = staffing shortages

### How Metro Helped:

-  New Bus Stops
-  Signage Installed
-  Graphics Created for Employee Awareness
-  Ongoing Employer Engagement

### **NEW BUS STOP ALERT**

As of October 12, new bus stops have been added to better serve riders on Route 43.



These bus stops are located at the intersection of **Glendale Milford Rd. and Aviation Way.** 