

Reinventing METRO

April 2020 Ridership Report

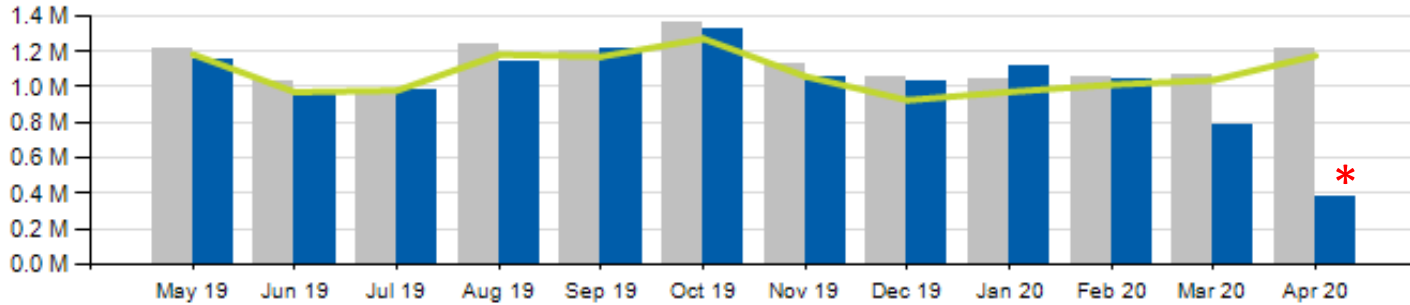


**RIDING IS
BELIEVING.**



Local/Express Ridership

Total Ridership



	ACTUAL	BUDGET	VARIANCE (%/#)		2019	VARIANCE (%/#)	
TOTAL	376,100	1,175,706	-68.0%	-799,606	1,213,480	-69.0%	-837,380
LOCAL	374,006	1,100,048	-66.0%	-726,042	1,135,656	-67.1%	-761,650
EXPRESS	2,094	75,658	-97.2%	-73,564	77,824	-97.3%	-75,730
YTD TOTAL	3,308,023	4,198,783	-21.2%	-890,760	4,385,634	-24.6%	-1,077,611

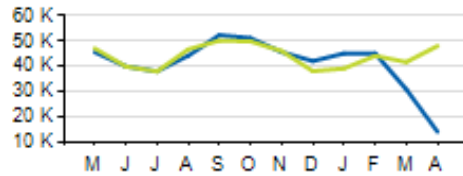
■ Current Year
 ■ Prior Year
 — Budget

*COVID-19 Impact

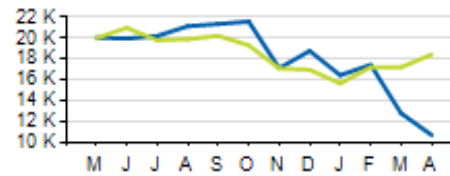
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Local/Express KPIs

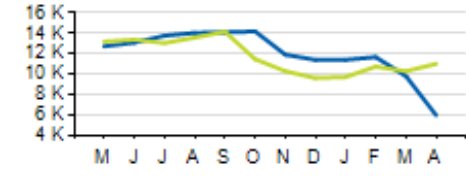
Average Fixed Ridership: Weekday



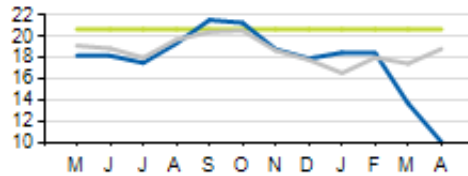
Average Fixed Ridership: Saturday



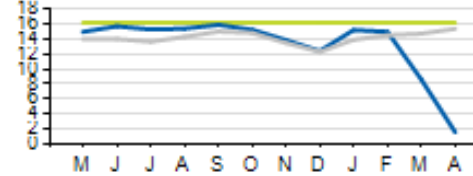
Average Fixed Ridership: Sunday



Passengers per Hour: Local



Passengers per Trip: Express



	ACTUAL	KPI/BUDGET	VARIANCE
PASSENGERS PER HOUR (LOCAL)	10.1	20.7	-10.6
PASSENGERS PER TRIP (EXPRESS)	1.5	16.2	-14.7
AVERAGE RIDERSHIP (WD)	14,064	48,087	-34,023
AVERAGE RIDERSHIP (SA)	10,698	18,438	-7,740
AVERAGE RIDERSHIP (SU)	5,970	11,010	-5,040

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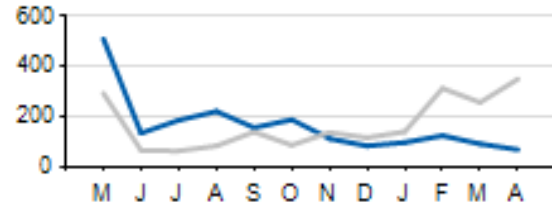
Current year

Prior year

KPI/Budget

Local/Express Missed Trips

Missed Trips



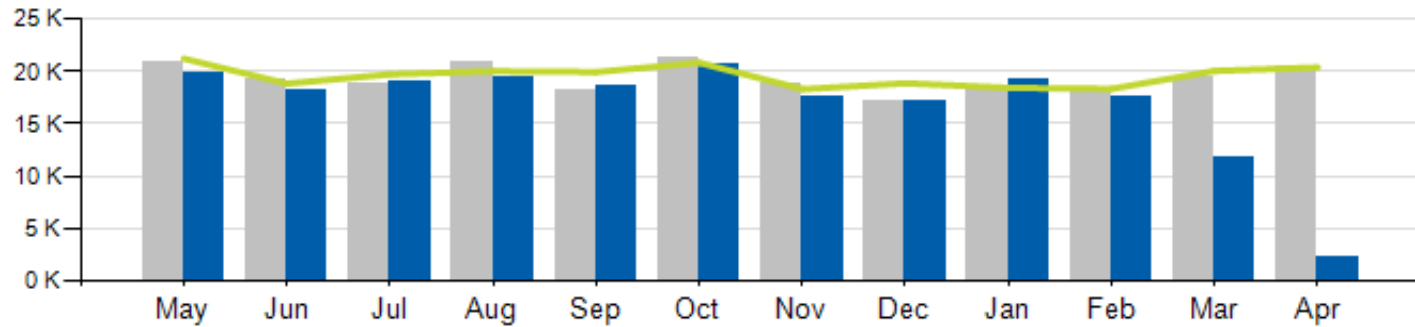
Current year Prior year

	ACTUAL	TOTAL TRIPS	% OF TRIPS OPERATED
MISSED TRIPS (ALL SERVICE)	68	57,847	99.9%

REASON FOR MISSED TRIP	ACTUAL	% of MISSED TRIPS
NO OPERATOR AVAILABLE	14	21%
MECHANICAL ISSUE	14	21%
TRAFFIC INCIDENT	6	9%
LATE OPERATIONS	10	15%
OTHER	21	31%

Access Ridership

Total Ridership



ACCESS PARATRANSIT	ACTUAL	BUDGET	VARIANCE (%/#)		2019	VARIANCE (%/#)	
TOTAL	2,334	20,373	-88.5%	-18,039	20,373	-88.5%	-18,039
WD	2,181				19,074	-88.6%	-16,893
SA	97				790	-87.7%	-693
SU	56				509	-89.0%	-453
YTD	50,861	77,183	-34.1%	-26,322	76,325	-33.4%	-25,464

