

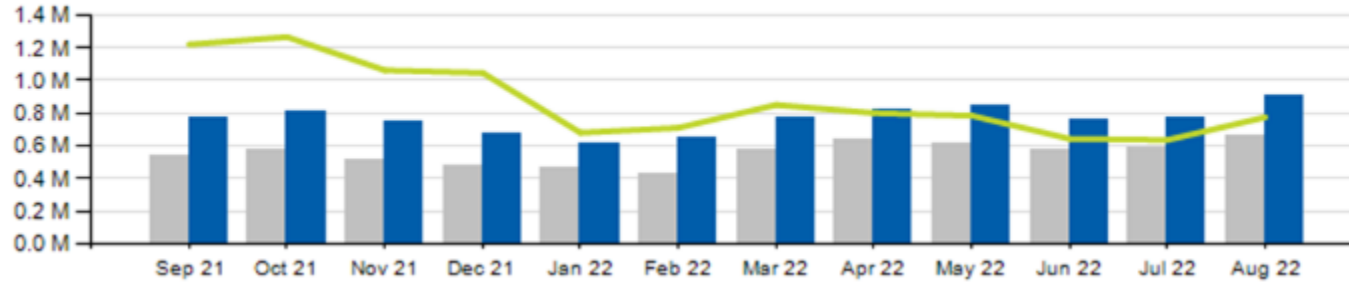


August 2022 Ridership Report



Local/Express Ridership

Total Ridership



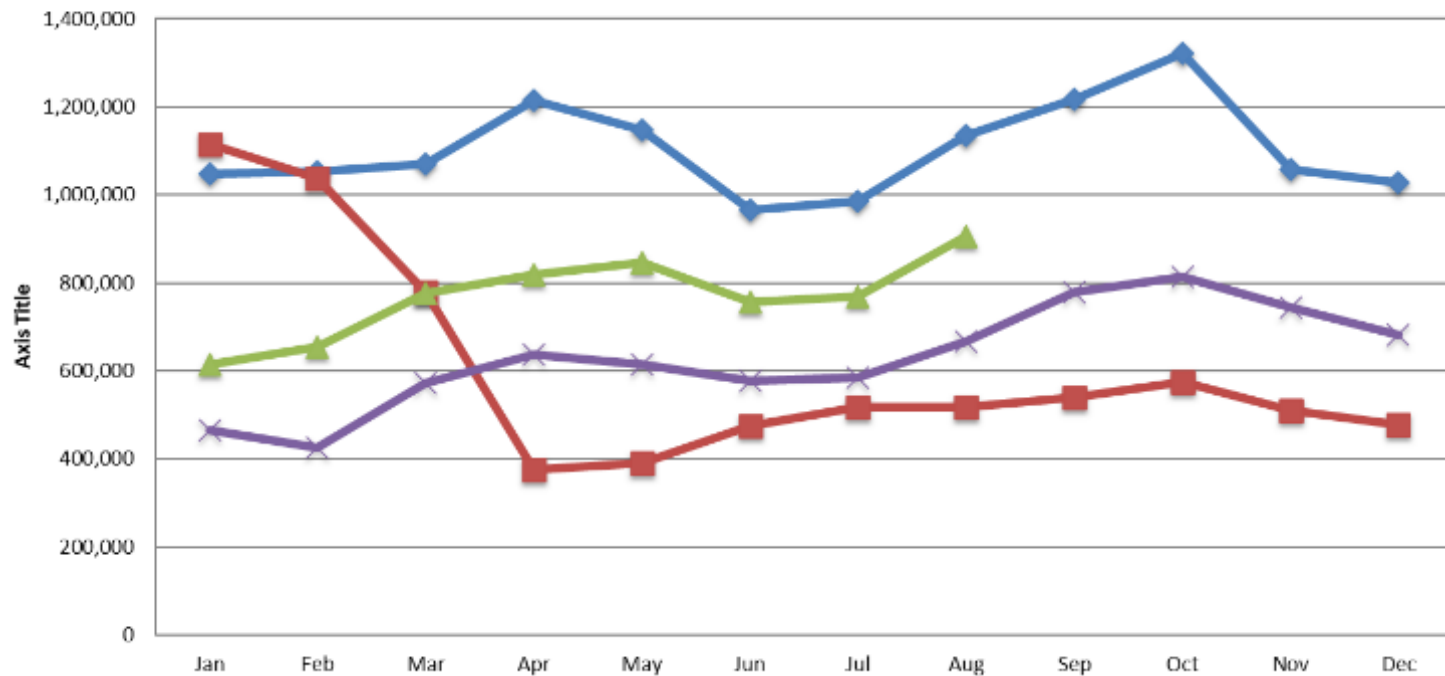
	ACTUAL	BUDGET	VARIANCE (%/#)		2021	VARIANCE (%/#)	
TOTAL	905,633	775,536	16.8%	130,097	666,406	35.9%	+239,227
LOCAL	880,336	748,916	17.5%	131,420	644,523	36.6%	+235,813
EXPRESS	25,297	26,620	-5.0%	-1,323	21,883	15.6%	+3,414
YTD TOTAL	6,140,497	5,886,643	4.3%	253,854	4,544,122	35.1%	+1,596,375

■ Current Year
 ■ Prior Year
 — Budget

Local/Express Ridership

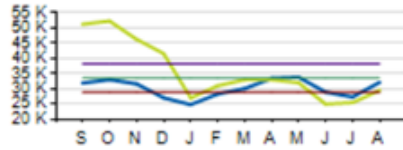
Monthly Fixed Ridership 2019 - Present

2019 Actual 2020 Actual 2021 Actual 2022 Actual

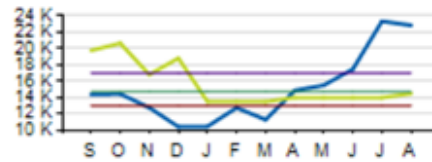


Local/Express KPIs

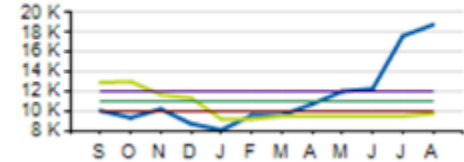
Average Fixed Ridership: Weekday



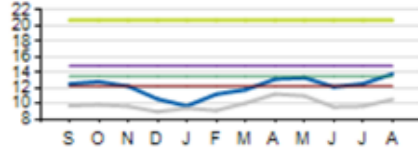
Average Fixed Ridership: Saturday



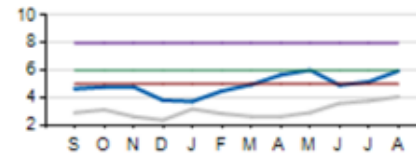
Average Fixed Ridership: Sunday



Passengers per Hour: Local



Passengers per Trip: Express



	ACTUAL	KPI/BUDGET	VARIANCE
PASSENGERS PER HOUR (LOCAL)	13.8	12.25	+1.5
PASSENGERS PER TRIP (EXPRESS)	5.4	5	+0.4
AVERAGE RIDERSHIP (WD)	32,131	29,500	+2,631
AVERAGE RIDERSHIP (SA)	22,858	14,500	+8,358
AVERAGE RIDERSHIP (SU)	18,796	9,760	+9,036

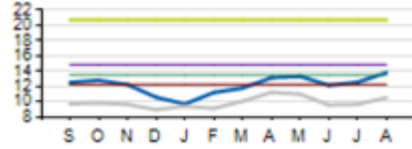
Current year

Prior year

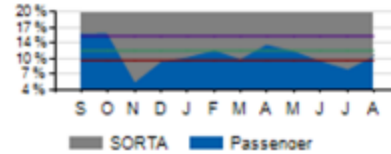
KPI/Budget

Local/Express KPIs

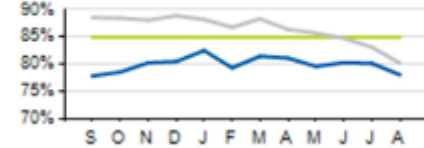
Passengers per Hour: Local



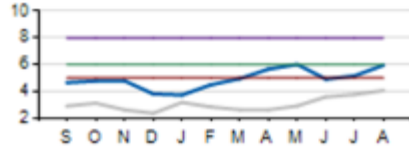
Service Cost Sharing: Local



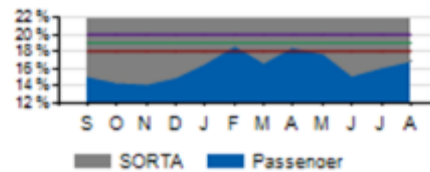
On-Time Performance: Local



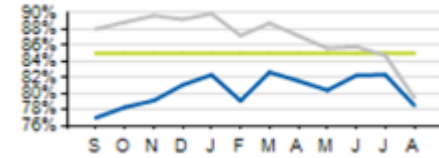
Passengers per Trip: Express



Service Cost Sharing: Express



On-Time Performance: Express



	ACTUAL	KPI	VARIANCE
COST PER PASSENGER (LOCAL)	\$10.37	\$12.50	-\$2.13
COST PER PASSENGER (EXPRESS)	\$36.27	\$50.00	-13.73
COST RECOVERY (LOCAL)	8.5%	10.0%	-1.5%
COST RECOVERY (EXPRESS)	17.9%	18.0%	-.10%
ON TIME PERFORMANCE (LOCAL)	78.1%	85.0%	-6.9%
ON TIME PERFORMANCE (EXPRESS)	78.6%	85.0%	-6.4%

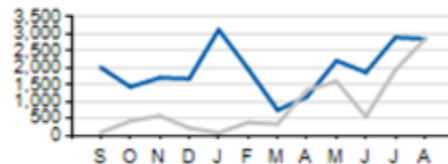
Current year

Prior year

KPI

Local/Express Missed Trips

Missed Trips



Current year

Prior year

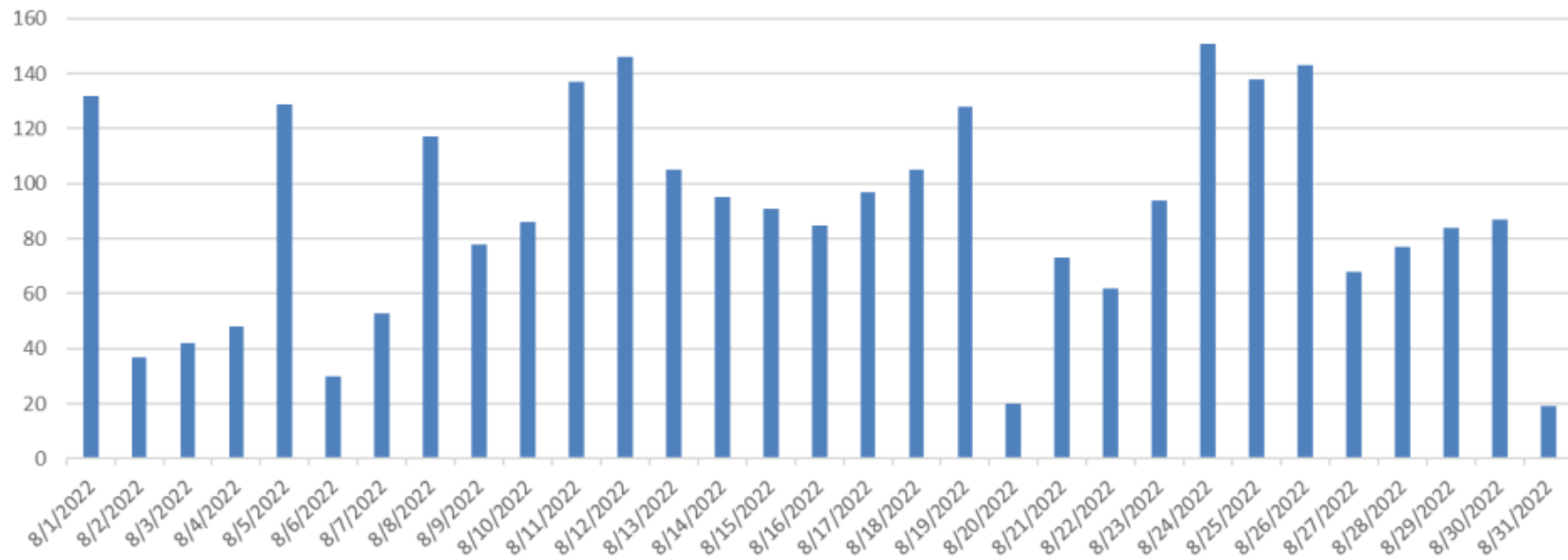
	ACTUAL	TOTAL TRIPS	% OF TRIPS OPERATED
MISSED TRIPS (ALL SERVICE)	2,855	69,326	96.0%

REASON FOR MISSED TRIP	ACTUAL	% of MISSED TRIPS
NO OPERATOR AVAILABLE	2,757	97.0%
MECHANICAL ISSUE	0	0.0%
TRAFFIC INCIDENT	15	0.5%
LATE OPERATIONS	21	0.7%
OTHER	62	2.2%

Local/Express Missed Trips Due to No Operator

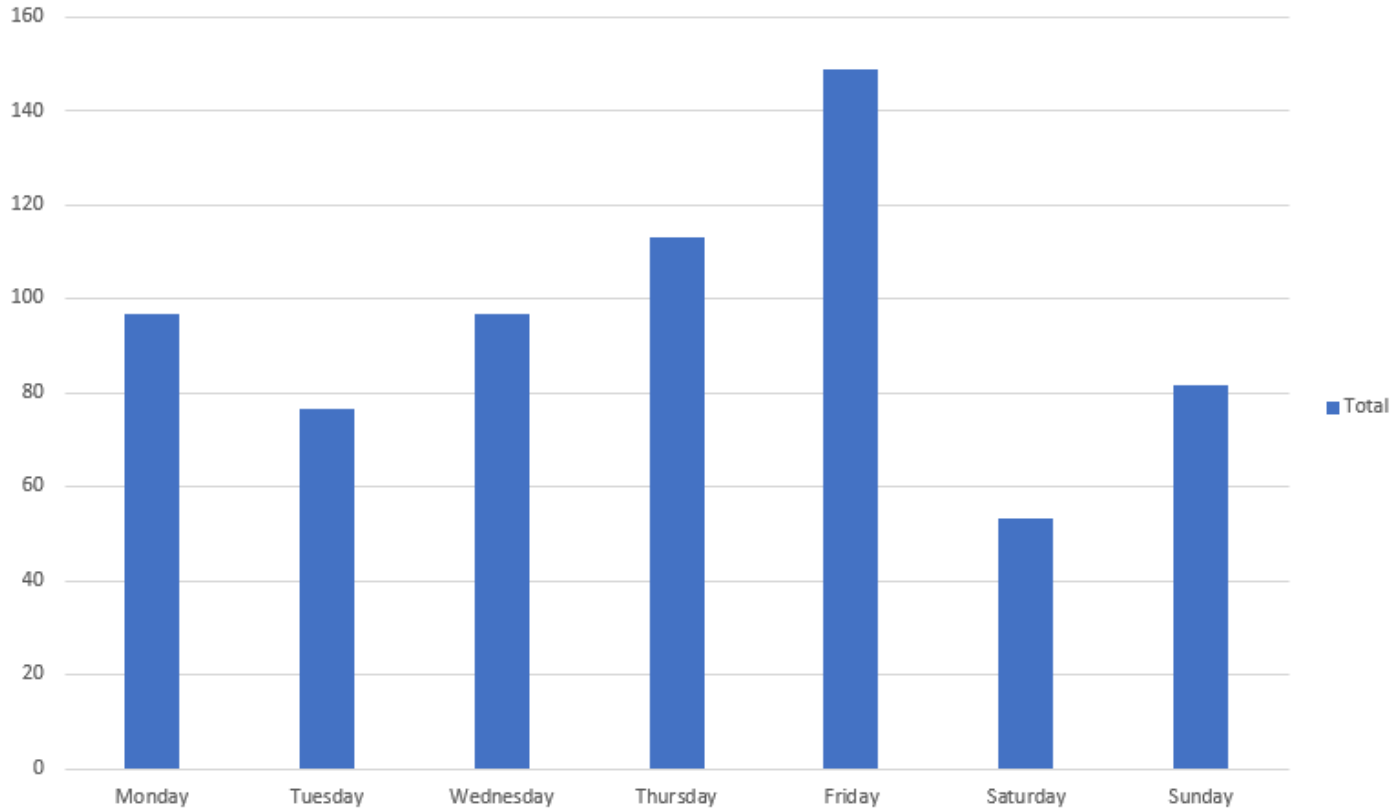
August 2022

Missed Trips Due To No Operator

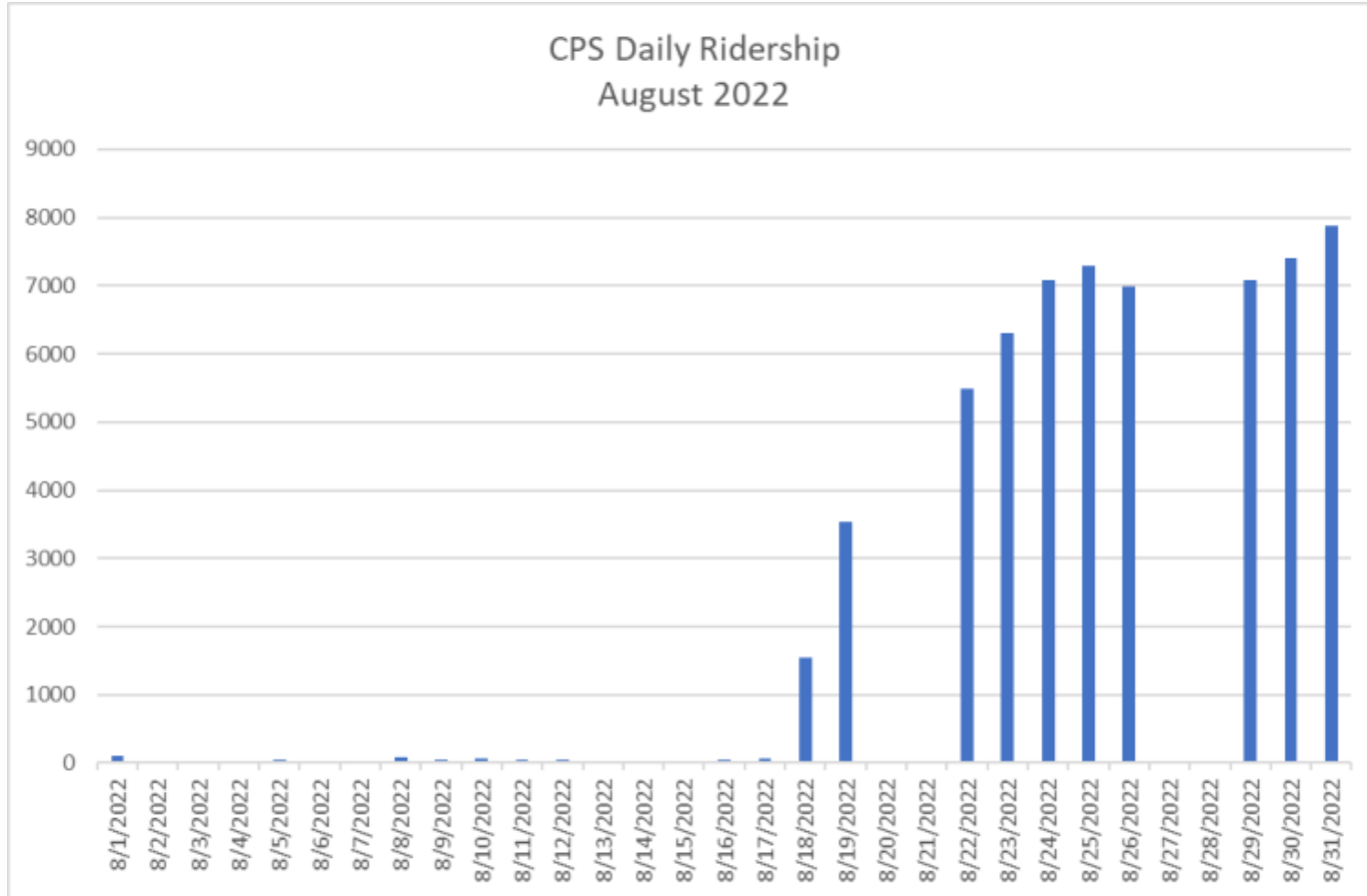


Local/Express Daily Average Missed Trips

August 2022 Average Missed Trips by Day of Week



CPS Ridership

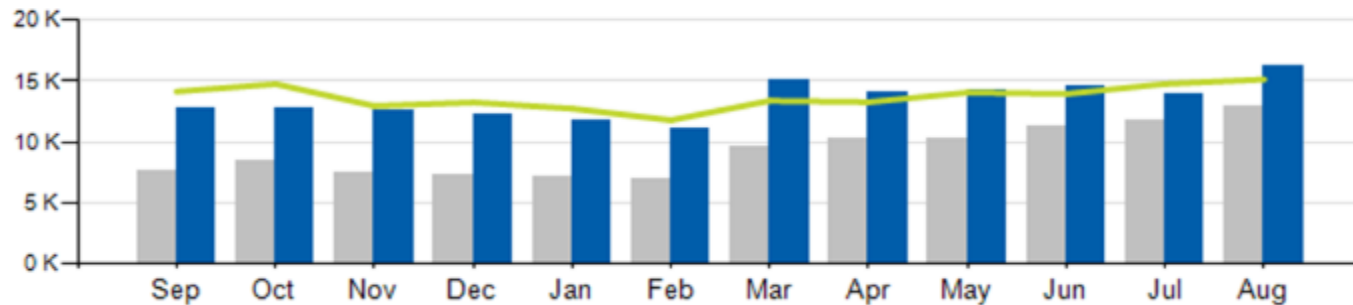




Access Ridership

Access Ridership

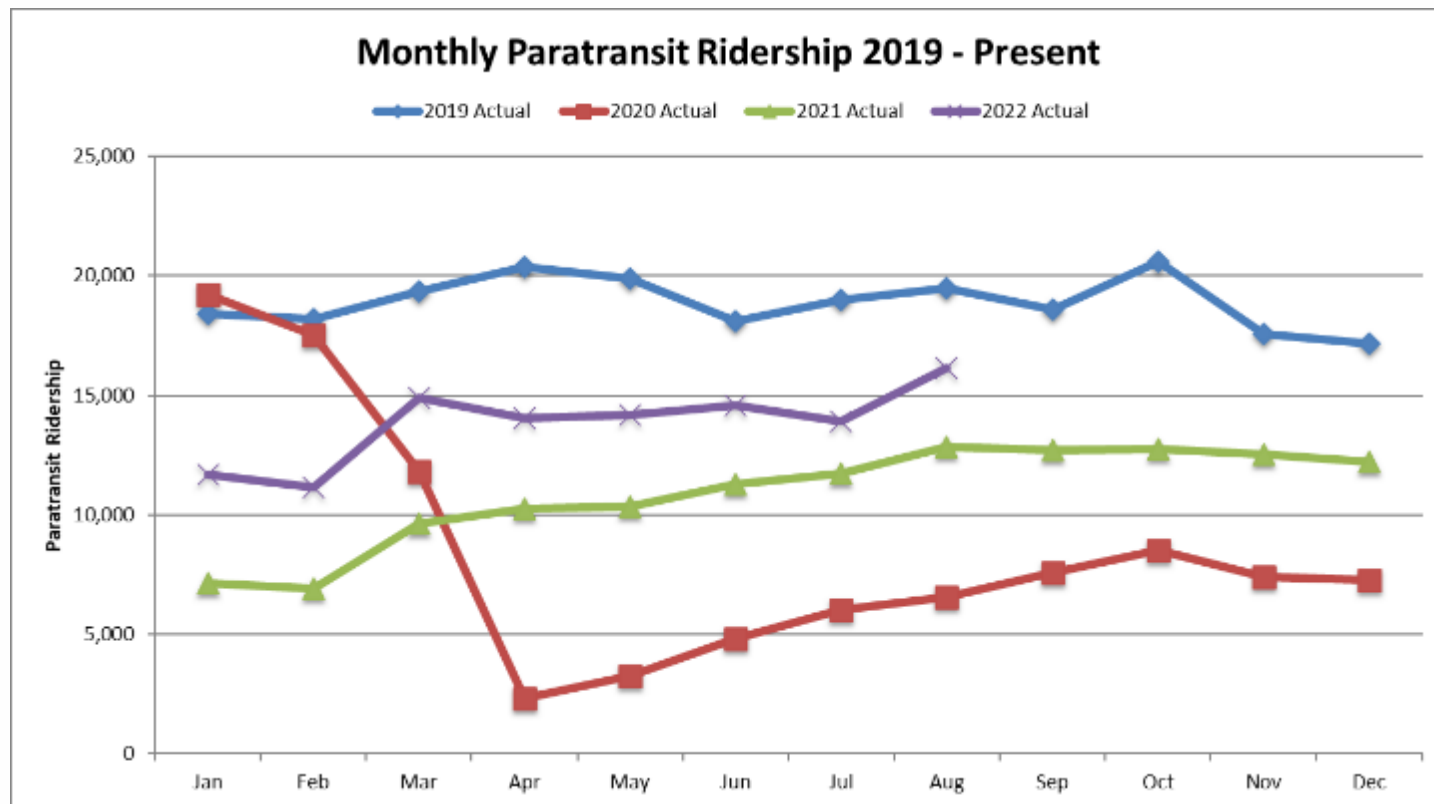
Total Ridership



ACCESS PARATRANSIT	ACTUAL	BUDGET	VARIANCE (%/#)		2021	VARIANCE (%/#)	
TOTAL	16,141	15,127	6.7%	1,014	12,834	25.8%	+3,307
WD	14,828				11,872	24.9%	+2,956
SA	716				512	39.8%	+204
SU	597				450	32.7%	+147
YTD	110,647	109,006	1.5%	1,641	80,089	38.2%	+30,558

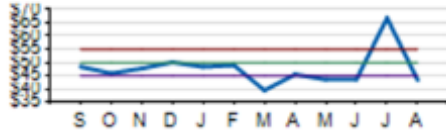


Access Ridership

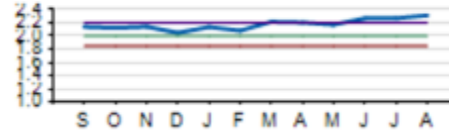


Access KPIs

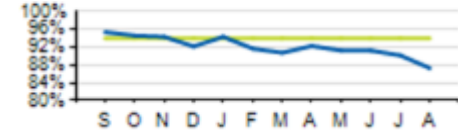
Cost per Passenger



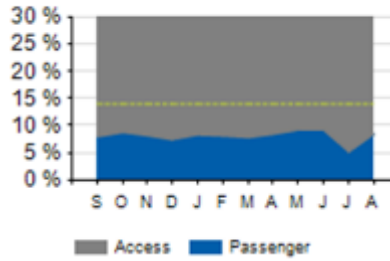
Passengers per Hour



On-Time Performance



Service Cost Sharing



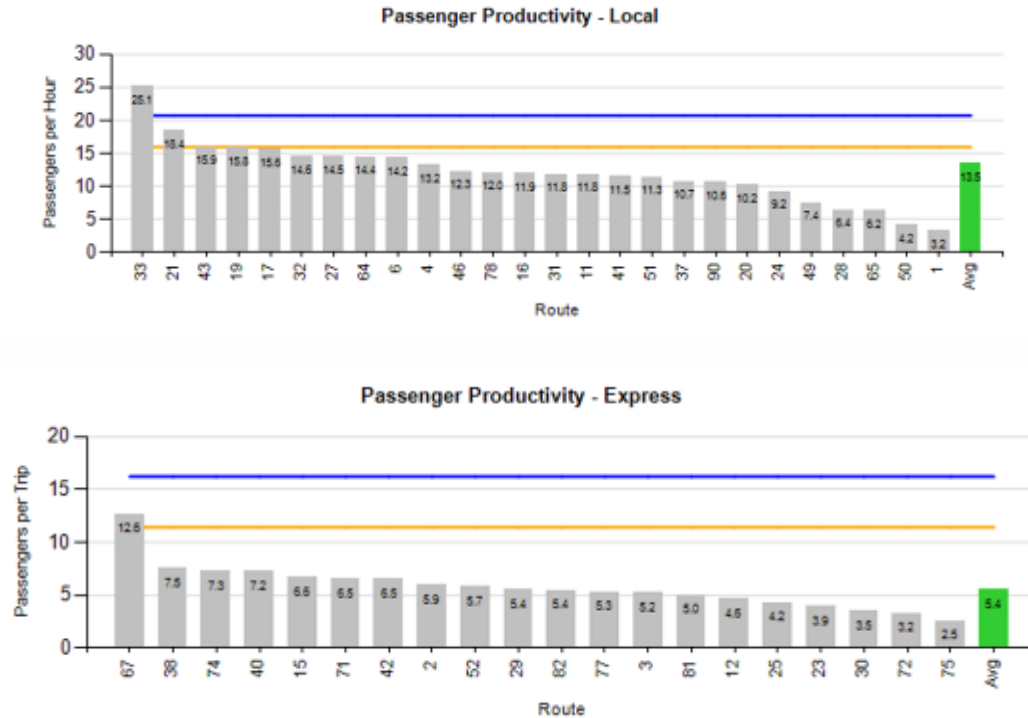
	ACTUAL	KPI	VARIANCE
COST PER PASSENGER	\$43.29	\$55.00	-11.71
ON-TIME PERFORMANCE (OTP)	87.0%	94.0%	-7.0%
PASSENGER PER HOUR	2.3	2.2	+0.1%
COST RECOVERY	8.42%	14.0%	-5.58%

Current year

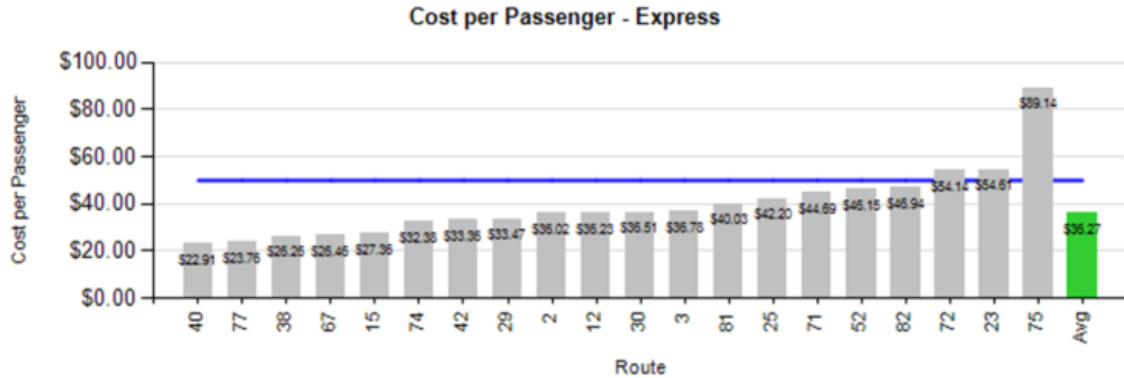
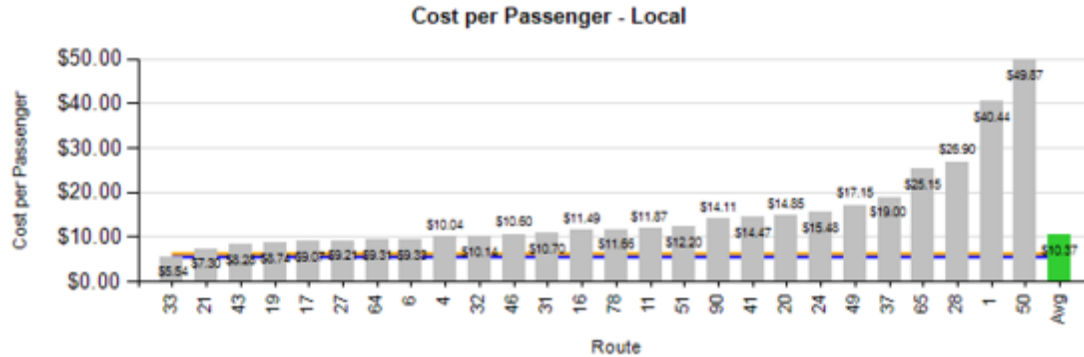
KPI

Monthly Route Performance Measures

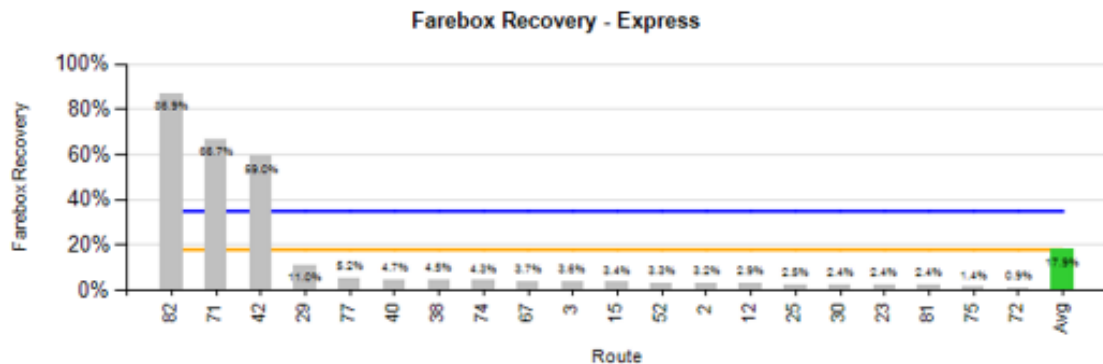
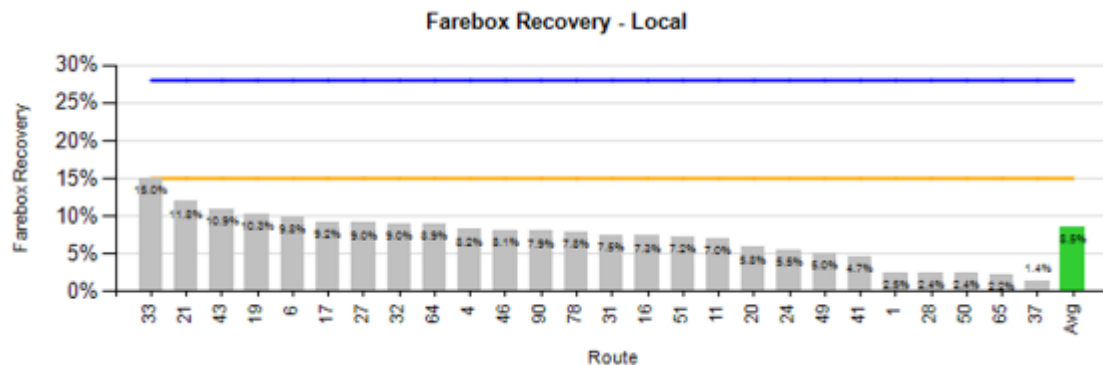
Route Passenger KPIs - August



Route Cost KPIs - August

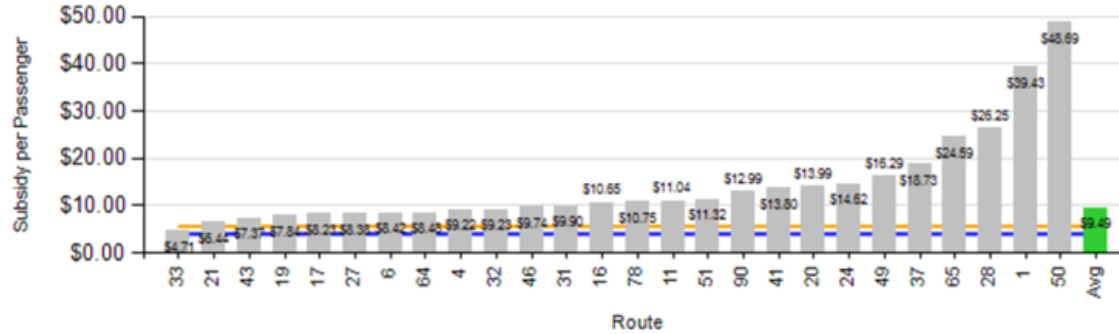


Route Revenue KPIs - August

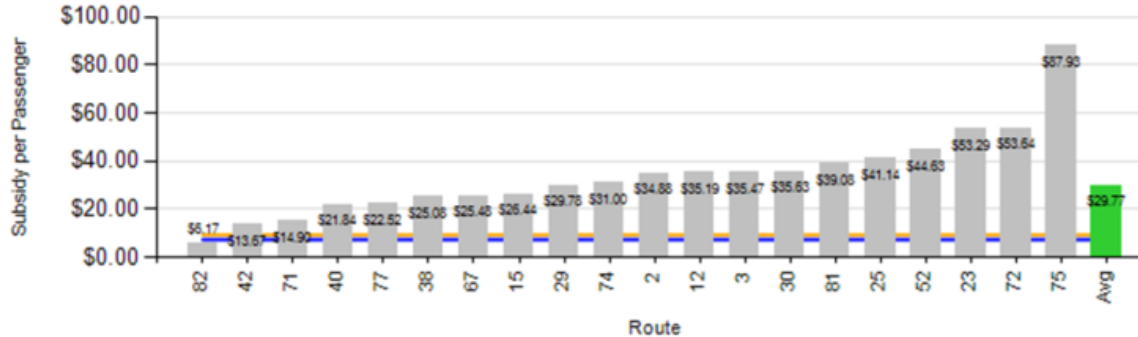


Route Revenue KPIs - August

Passenger Subsidy - Local

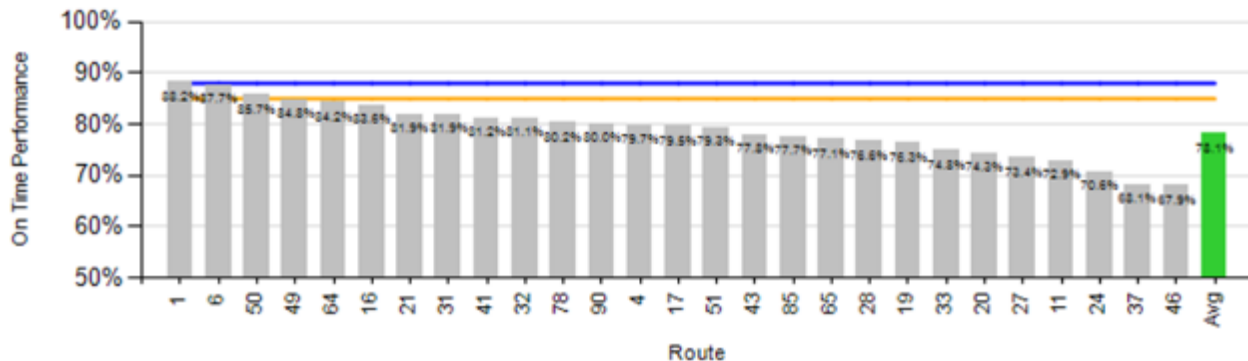


Passenger Subsidy - Express

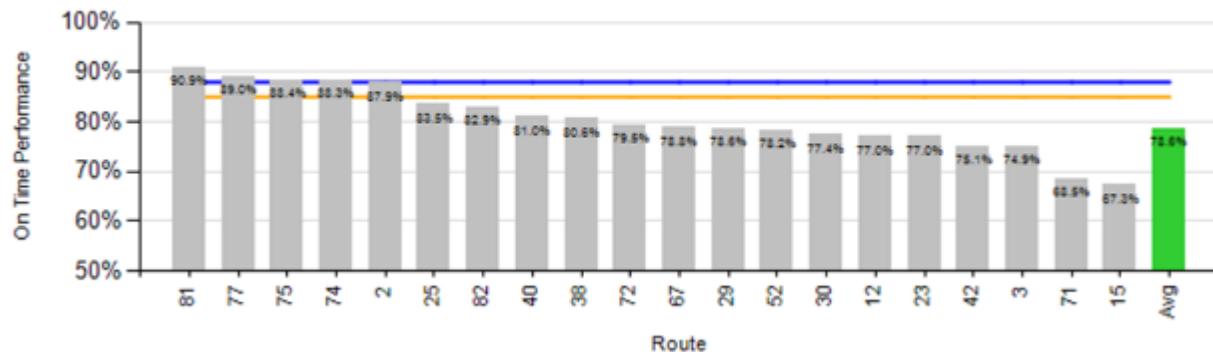


Route Revenue KPIs - August

On-Time Performance - Local







On-Time Performance - Express





Ridership Round Up: Universities Go Cashless During Free Month Promo

-  Metro takes the lead in evolution of fare payment
-  First in consortium of 17 agencies across 3 states to pilot a cashless large-scale university partnership
-  Students load funds onto their stored value account and tap to ride – no cards needed
-  Easier transition to next-generation ABT(Account-Based Ticketing) with fare-capping for more equitable solutions



EZ Fare Summit:
Metro Invitation to Speak



Cashless is King!



“On our campus, the card & cash system was a barrier to riding the bus. Students have spoken and Metro has listened! We are excited to partner in this pilot program and get more students on board!”

Isaac Smitherman
Student Government President
Class of 2023

Campus Engagement



- 25,000+ Welcome Week
- 2000+ Akwaaba Festival
- 1000+ LGBTQ+ Festival
- 700+ Turner Scholars
- 300+ Grad Student Orientation
- 250+ UC Marching Band
- 10,000+ social media impressions



The UC/Metro
Engagement in
Action

Metro
Enrollment
up 20% by
9/2!



20%

Paid Marketing

Geo-fenced digital ads
Online ads in UC News
-Record

Ads on campus kiosks
Branded landing page
In-game ads for
football and basketball

