

Reinventing METRO



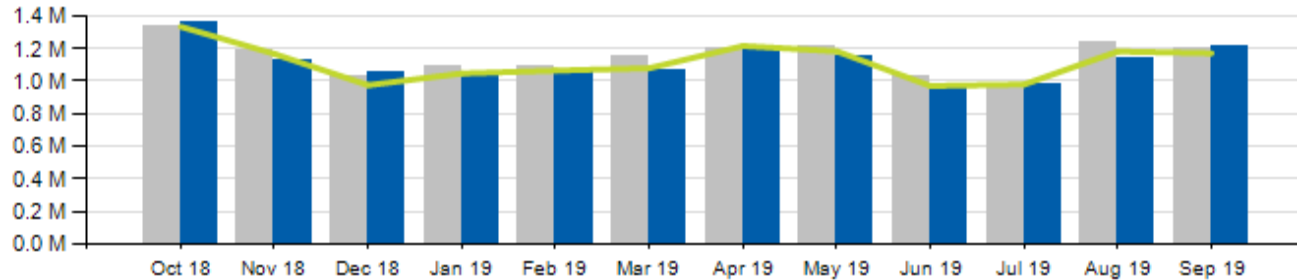
September 2019 Ridership Report



**RIDING IS
BELIEVING.**

Local/Express Ridership

Total Ridership

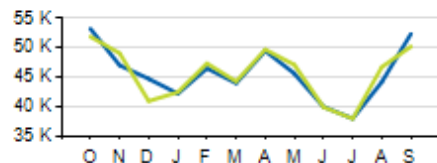


	ACTUAL	BUDGET	VARIANCE (%/#)		2018	VARIANCE (%/#)	
TOTAL	1,218,062	1,170,968	4.0%	47,094	1,198,354	1.6%	19,708
LOCAL	1,142,784	1,101,084	3.8%	41,700	1,126,329	1.5%	16,455
EXPRESS	75,278	69,884	7.7%	5,394	72,025	4.5%	3,253
YTD TOTAL	9,837,391	9,894,434	-0.6%	-57,043	10,205,319	-3.6%	-367,928

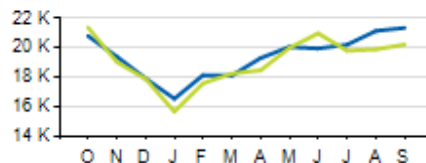
■ Current Year
 ■ Prior Year
 — Budget

Local/Express KPIs

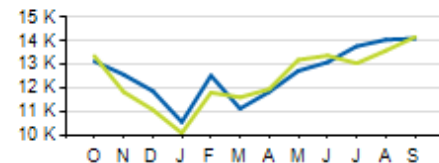
Average Fixed Ridership: Weekday



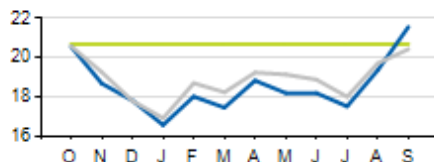
Average Fixed Ridership: Saturday



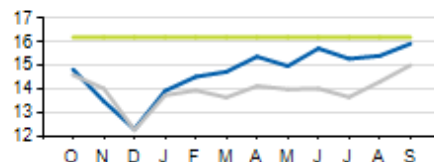
Average Fixed Ridership: Sunday



Passengers per Hour: Local



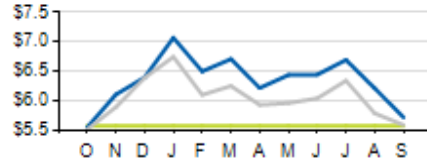
Passengers per Trip: Express



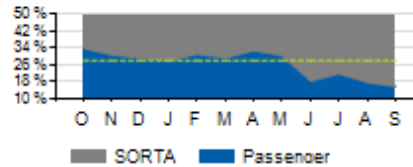
	ACTUAL	KPI/BUDGET	VARIANCE
PASSENGERS PER HOUR (LOCAL)	21.6	20.7	0.9
PASSENGERS PER TRIP (EXPRESS)	15.9	16.2	-0.3
AVERAGE RIDERSHIP (WD)	52,397	50,250	2,147
AVERAGE RIDERSHIP (SA)	21,367	20,231	1,136
AVERAGE RIDERSHIP (SU)	14,106	14,174	-68

Local/Express KPIs

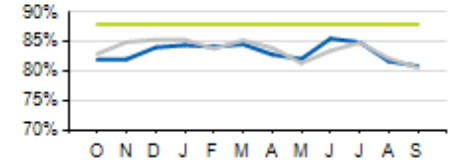
Cost per Passenger: Local



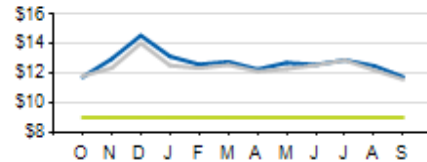
Service Cost Sharing: Local



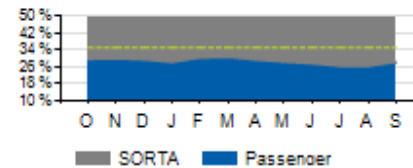
On-Time Performance: Local



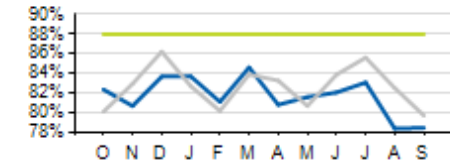
Cost per Passenger: Express



Service Cost Sharing: Express



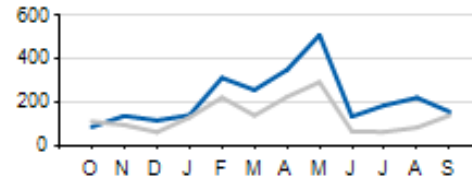
On-Time Performance: Express



	ACTUAL	KPI	VARIANCE
COST PER PASSENGER (LOCAL)	\$5.72	\$5.57	+\$0.15
COST PER PASSENGER (EXPRESS)	\$11.76	\$9.00	+\$2.76
COST RECOVERY (LOCAL)	15.7%	28.0%	-12.3%
COST RECOVERY (EXPRESS)	28.1%	35.0%	-6.9%
ON TIME PERFORMANCE (LOCAL)	80.9%	86.5%	-5.6%
ON TIME PERFORMANCE (EXPRESSES)	78.4%	86.5%	-8.1%

Local/Express Missed Trips

Missed Trips



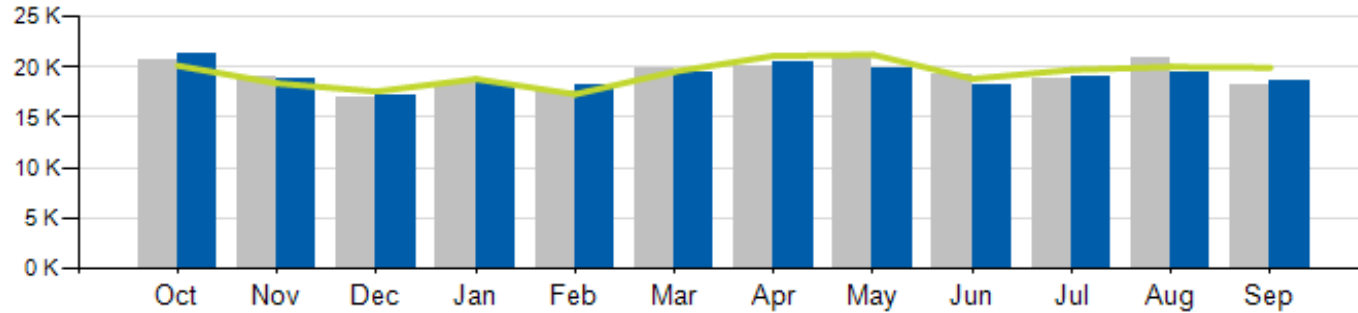
Current year
 Prior year

	ACTUAL	TOTAL TRIPS	% OF TRIPS OPERATED
MISSED TRIPS (ALL SERVICE)	156	60,723	99.7%

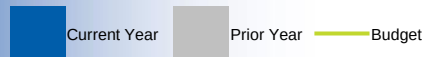
REASON FOR MISSED TRIP	ACTUAL	% of MISSED TRIPS
NO OPERATOR AVAILABLE	53	34.0%
MECHANICAL ISSUE	27	17.3%
TRAFFIC INCIDENT	24	15.4%
LATE OPERATIONS	40	25.6%
OTHER	12	7.7%

Access Ridership

Total Ridership

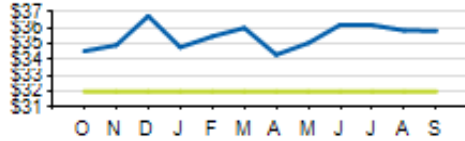


ACCESS PARATRANSIT	ACTUAL	BUDGET	VARIANCE (%/#)		2018	VARIANCE (%/#)	
TOTAL	18,583	19,934	-6.8%	-1,351	18,267	1.7%	316
WD	17,125				16,448	4.1%	677
SA	632				958	-34.0%	-326
SU	826				861	-4.1%	-35
YTD	171,359	176,484	-2.9%	-5,125	173,829	-1.4%	-2,470

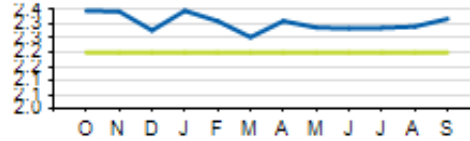


Access KPIs

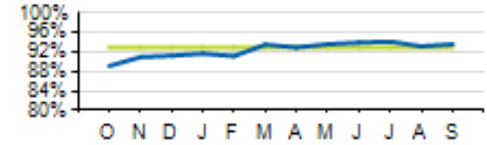
Cost per Passenger



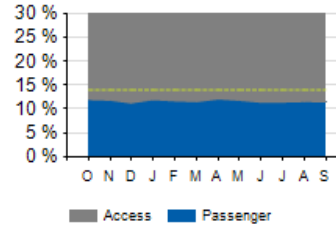
Passengers per Hour



On-Time Performance



Service Cost Sharing



	ACTUAL	KPI	VARIANCE
COST PER PASSENGER	\$35.82	\$32.00	+\$3.82
ON-TIME PERFORMANCE (OTP)	94.0%	93.0%	+1.0%
PASSENGER PER HOUR	2.32	2.20%	+0.12
COST RECOVERY	11.6%	14.0%	-2.4%

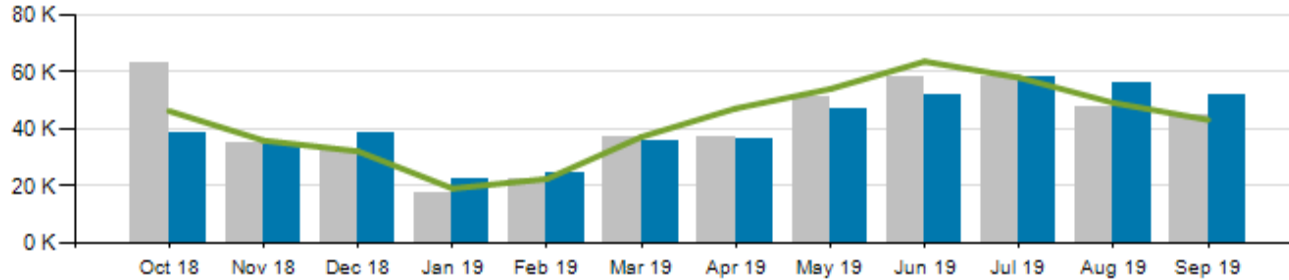
Cincinnati Bell Connector



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CB Connector Ridership

Total Ridership

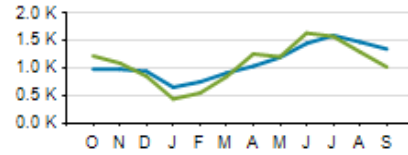


	ACTUAL	BUDGET	VARIANCE (%/#)		FY2018	VARIANCE (%/#)	
TOTAL	51,552	43,249	19.2%	8,303	45,008	14.5%	6,544
FYTD TOTAL	166,336	150,436	10.6%	15,900	150,794	10.3%	15,542

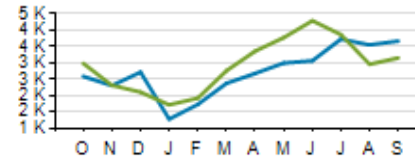
■ Current Year
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CB Connector KPIs

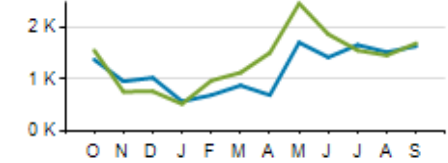
Average Ridership: Weekday



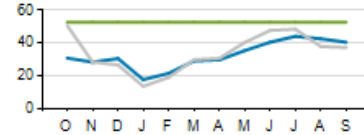
Average Ridership: Saturday



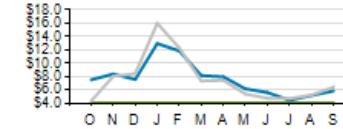
Average Ridership: Sunday



Passengers per Hour



Cost per Passenger



	ACTUAL	KPI	VARIANCE
COST PER PASSENGER	\$5.86	\$4.10	+\$1.76
AVERAGE HEADWAY (PEAK/OFF-PEAK)	13:19/15:48	12:00/15:00	+1:19/+0:48
PASSENGER PER HOUR	40.5	52.8	-12.3
COST RECOVERY	10.5%	14.3%	-3.8%

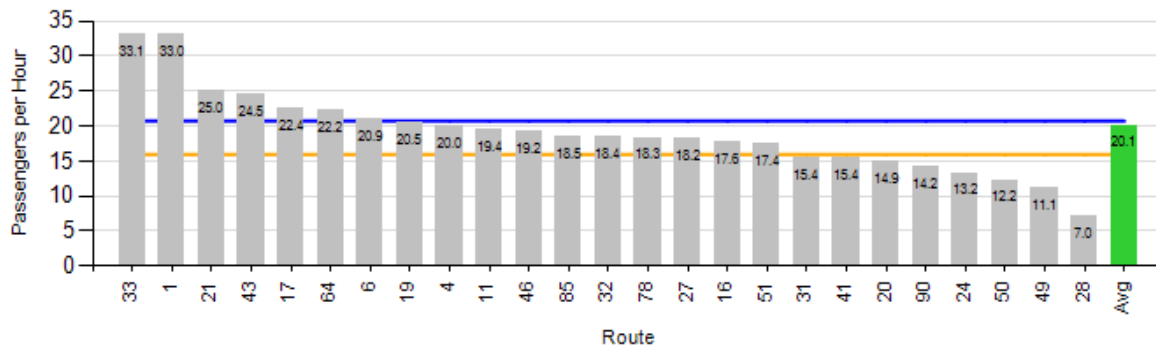
Current Year Prior Year KPI

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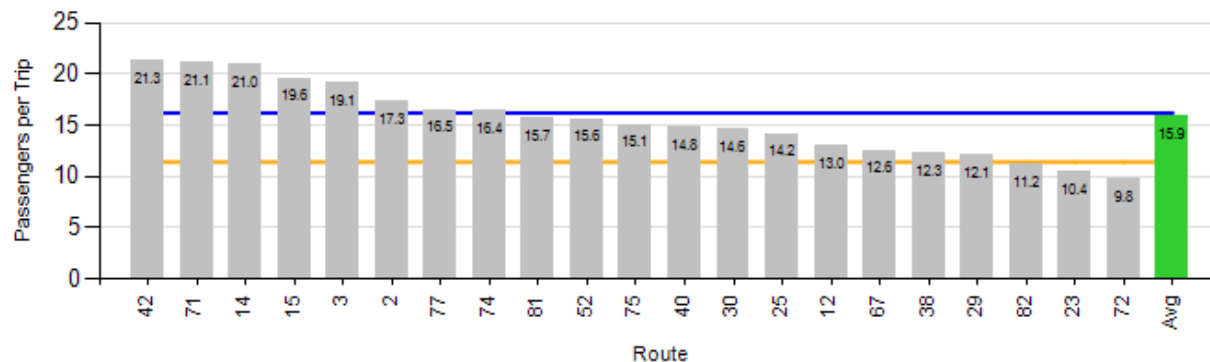
Monthly Route Performance Measures

Route Passenger KPIs - September

Passenger Productivity - Local



Passenger Productivity - Express



KPI

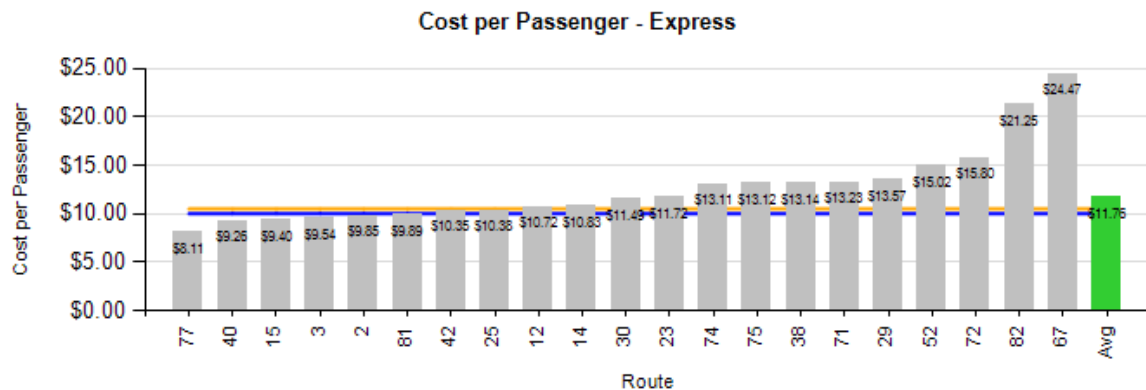
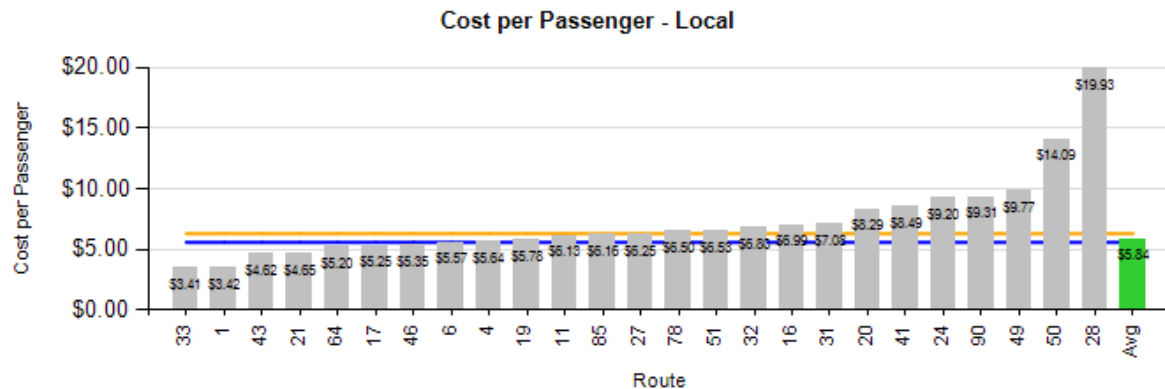
Average

Minimum Standard

Benchmark

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Route Cost KPIs - September



KPI

Average

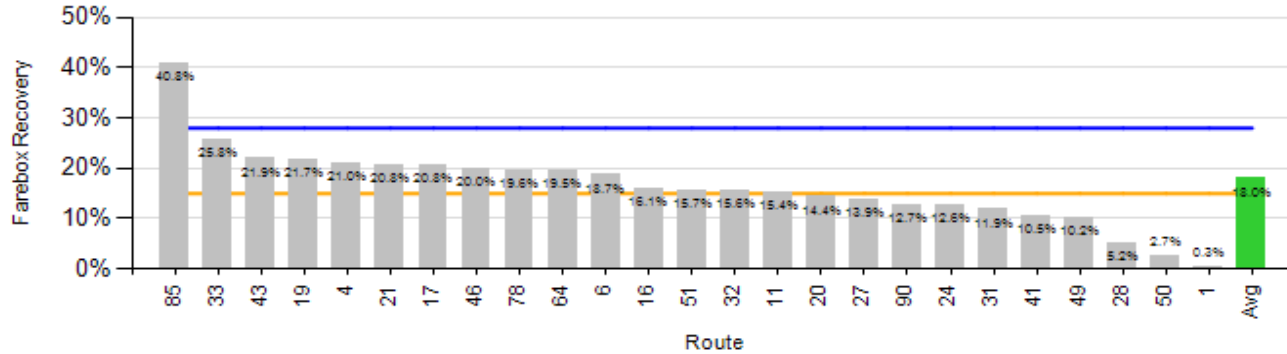
Minimum Standard

Benchmark

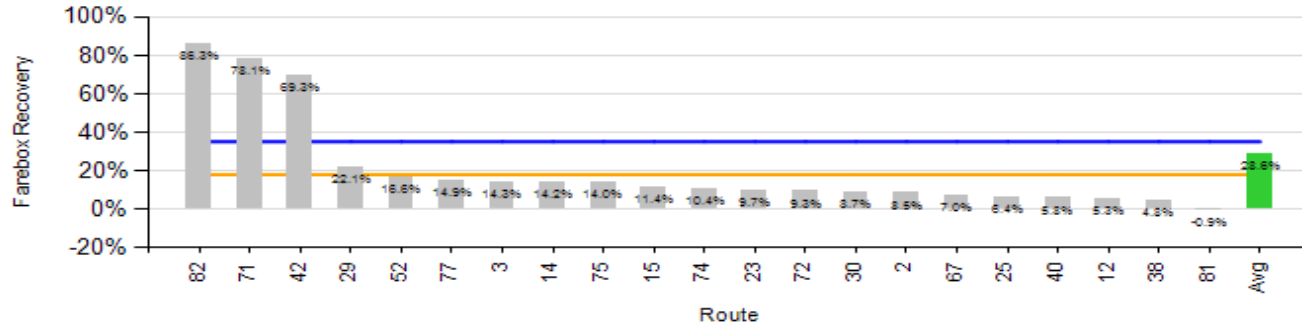
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Route Revenue KPIs - September

Farebox Recovery - Local



Farebox Recovery - Express



KPI

Average

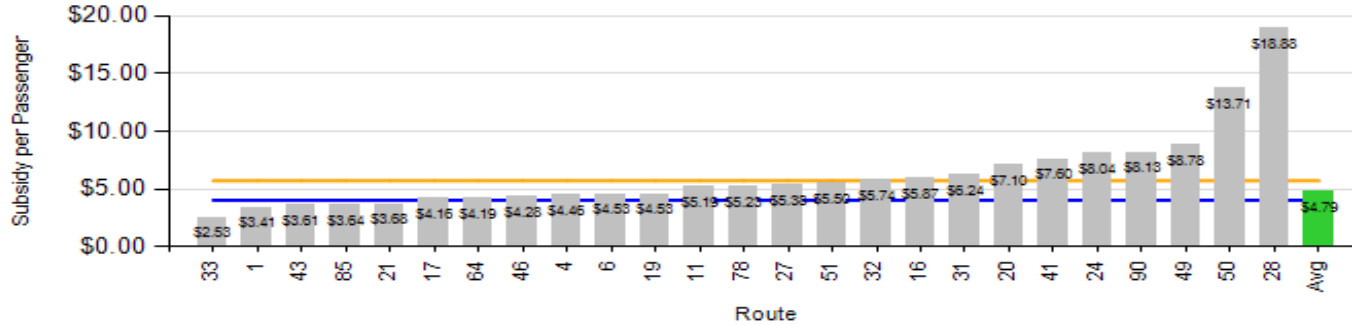
Minimum Standard

Benchmark

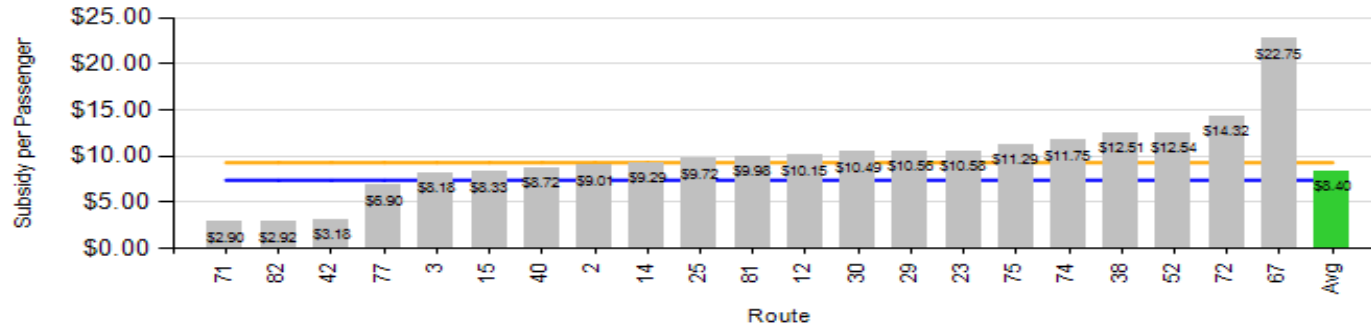
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Route Revenue KPIs - September

Passenger Subsidy - Local



Passenger Subsidy - Express



KPI

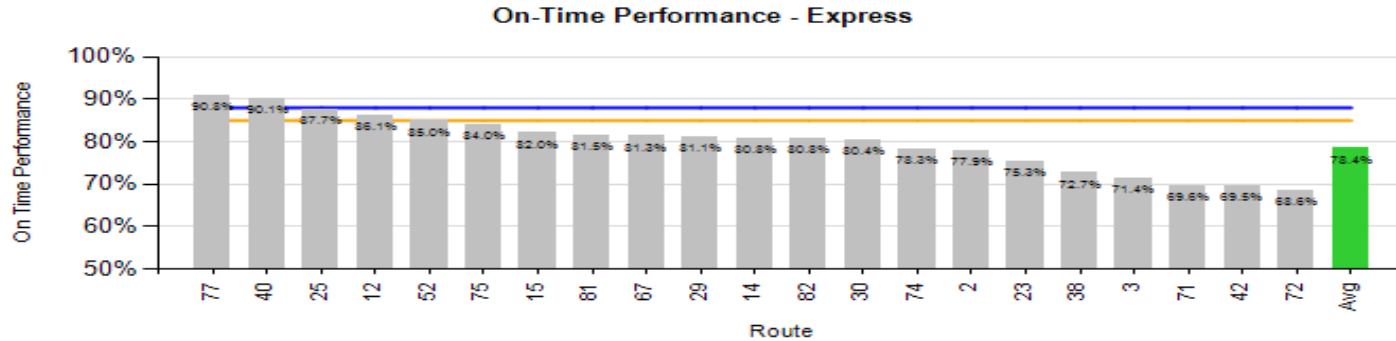
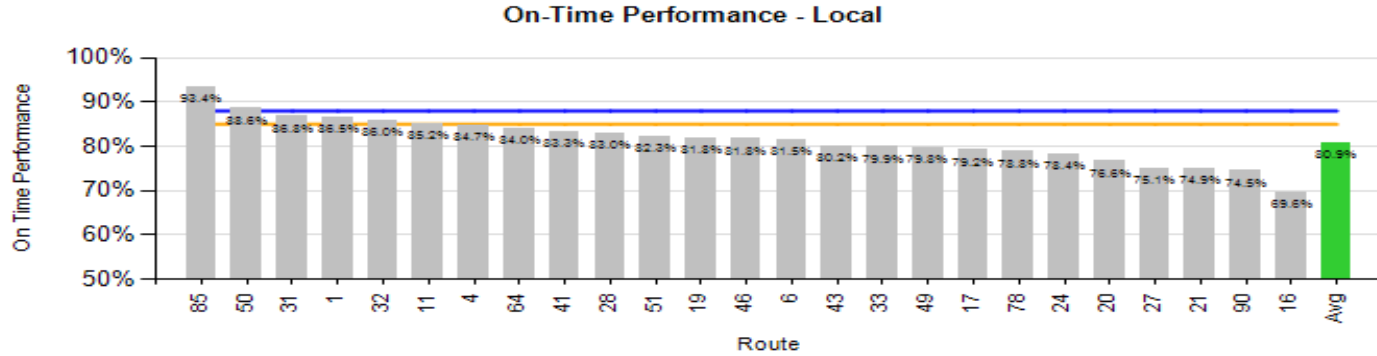
Average

Minimum Standard

Benchmark

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Route OTP KPI - SEPTEMBER



KPI

Average

Minimum Standard

Benchmark

Reinventing METRO