



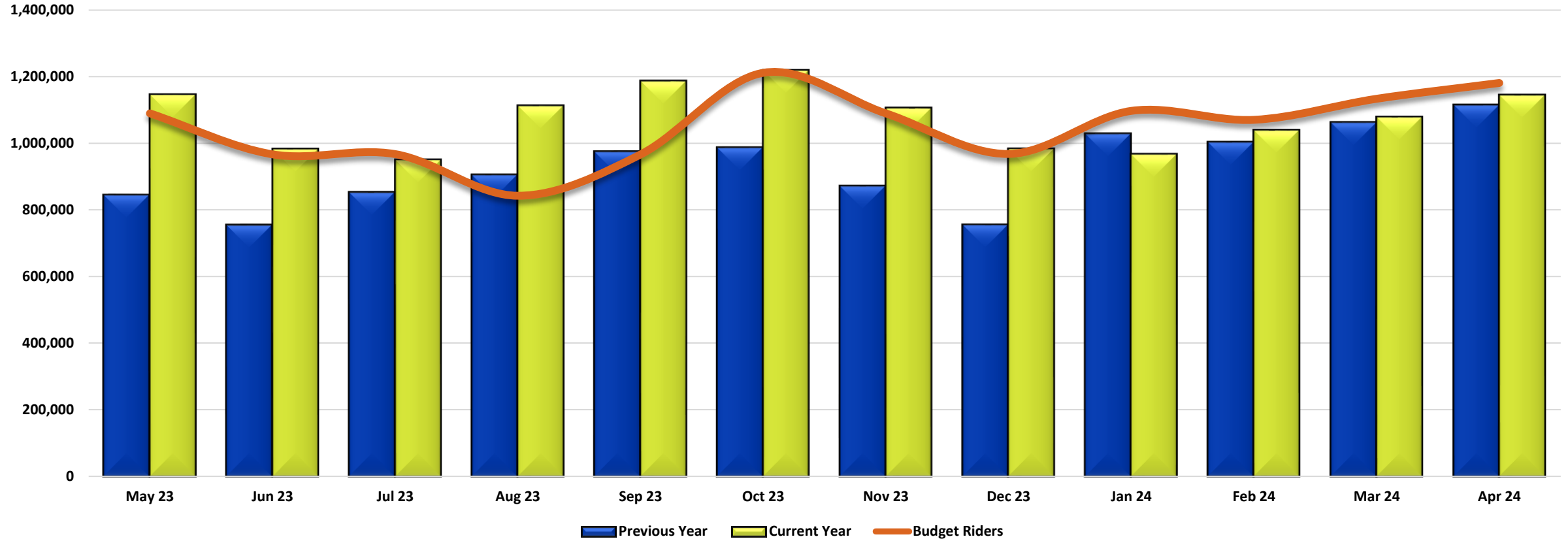
April 2024 Ridership Report

May 21, 2024 | SPDI



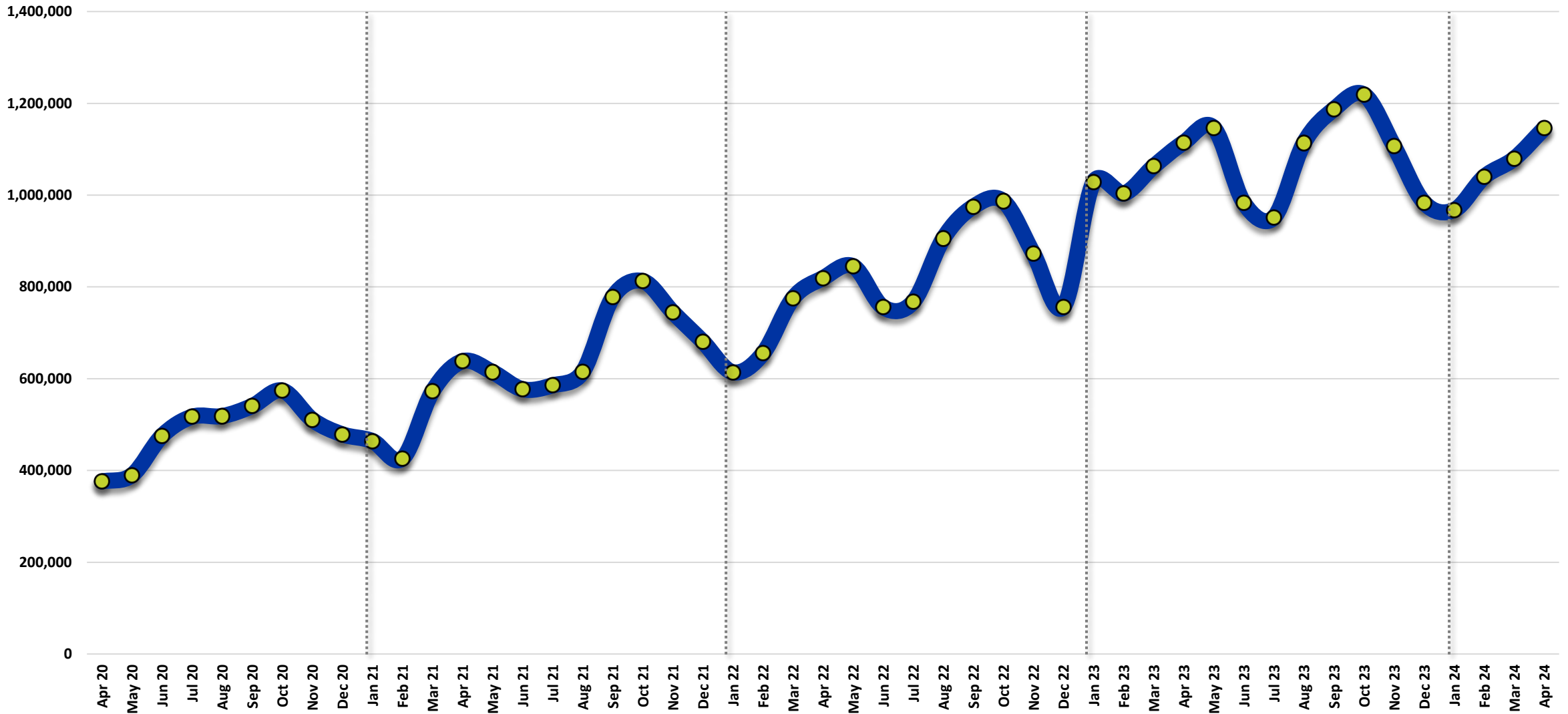
Fixed Route Ridership

Total Fixed Route Ridership YoY & Budget by Month

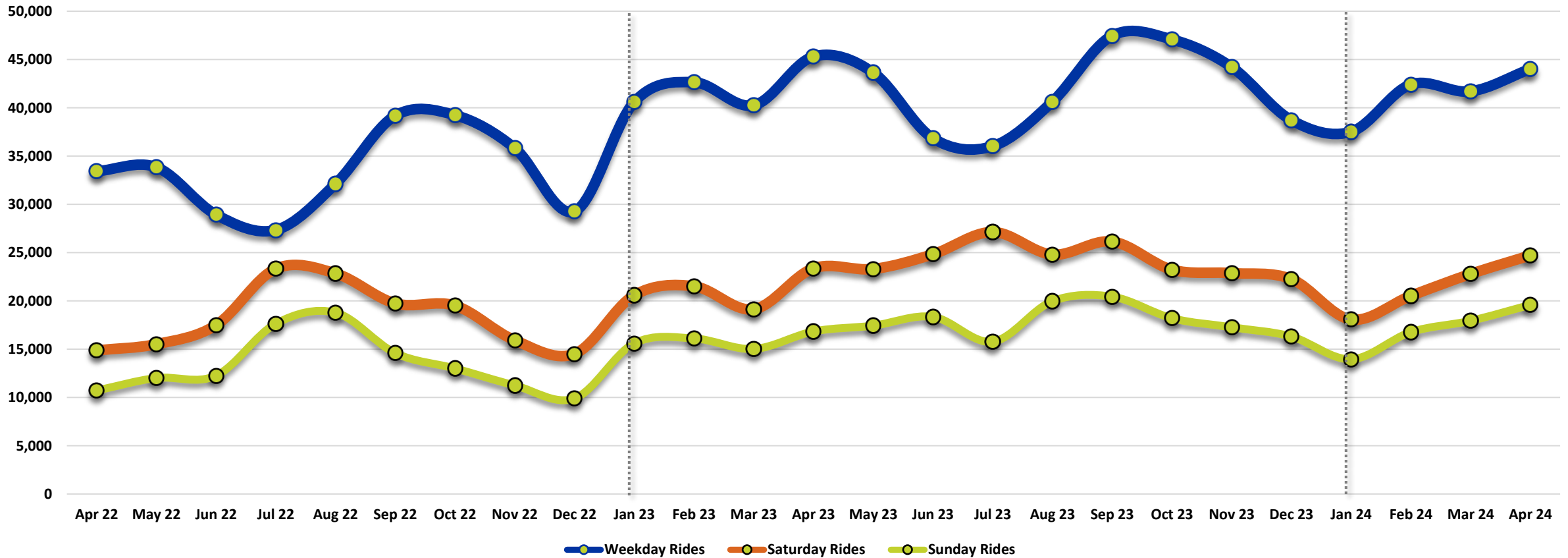


Service	Apr 24				Apr 23		
	Ridership	Budget	Budget Variance	% Budget Variance	Ridership	Past Year Variance	Past Year % Variance
Local	1,115,837	1,157,200	-41,363	-3.6%	1,088,429	27,408	2.5%
Express	29,937	23,936	6,001	25.1%	26,275	3,662	13.9%
Totals	1,145,774	1,181,136	-35,362	-3.0%	1,114,704	31,070	2.8%
Total (YTD)	4,232,866	4,482,476	-249,610	-5.6%	4,209,714	23,152	0.5%

Total Fixed Route Ridership by Month

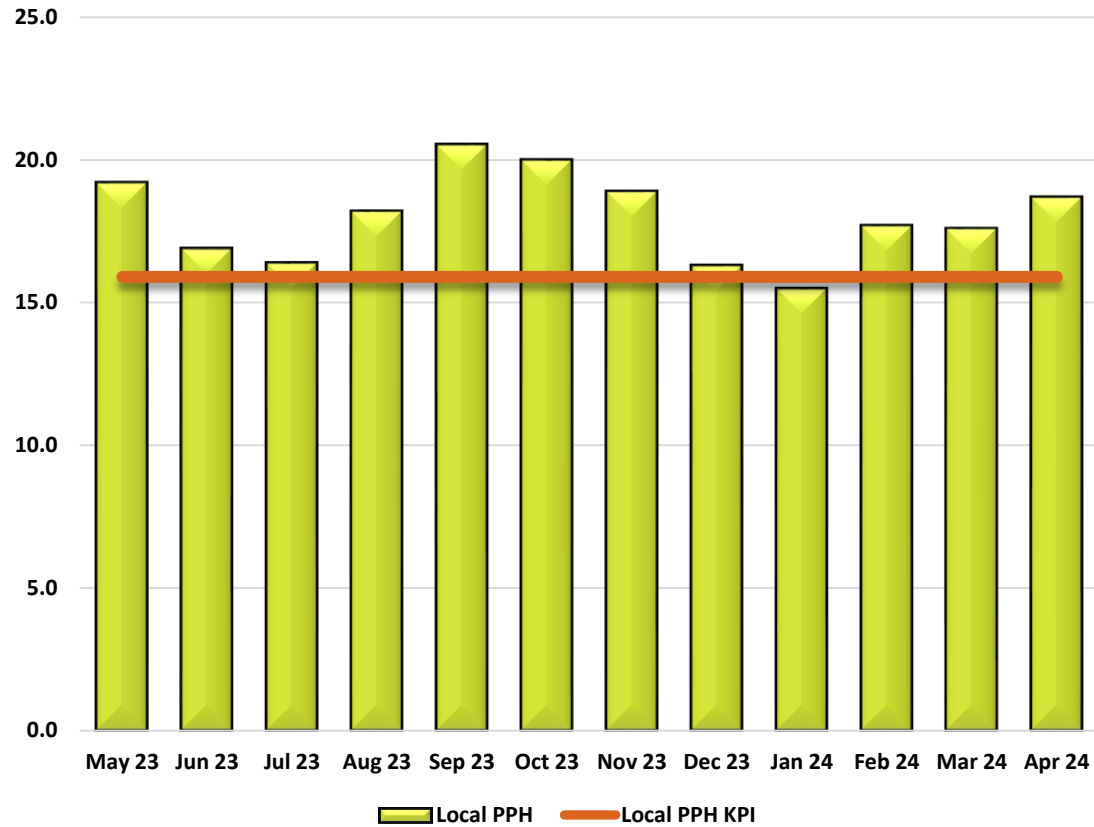


Average Daily Ridership (WD, SA, SU)

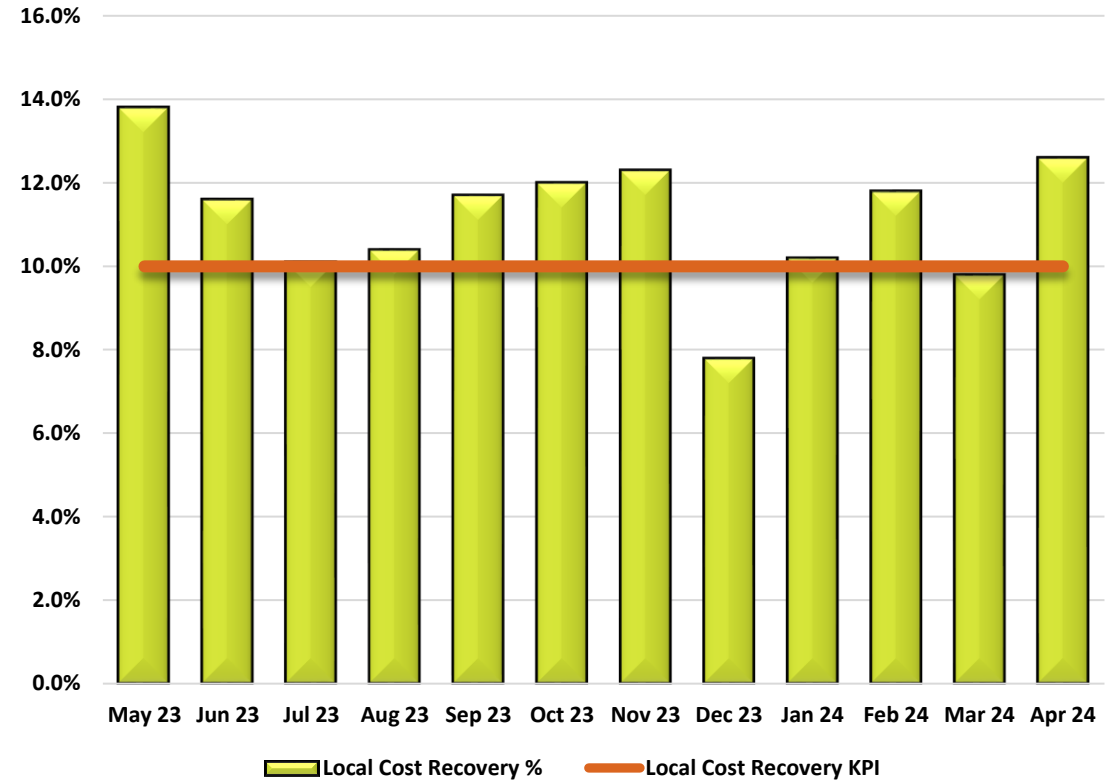


Service	Apr 24 Avg Daily	Apr 24 Avg Daily Budget	Budget % Variance	Apr 23 Avg Daily	Apr 23 - Apr 24 % Variance
WEEKDAY	44,025	45,890	-4.1%	45,309	-2.8%
SATURDAY	24,725	23,676	4.4%	23,382	5.7%
SUNDAY	19,594	19,210	2.0%	16,845	16.3%

Local Service Productivity (Last 12 Months)



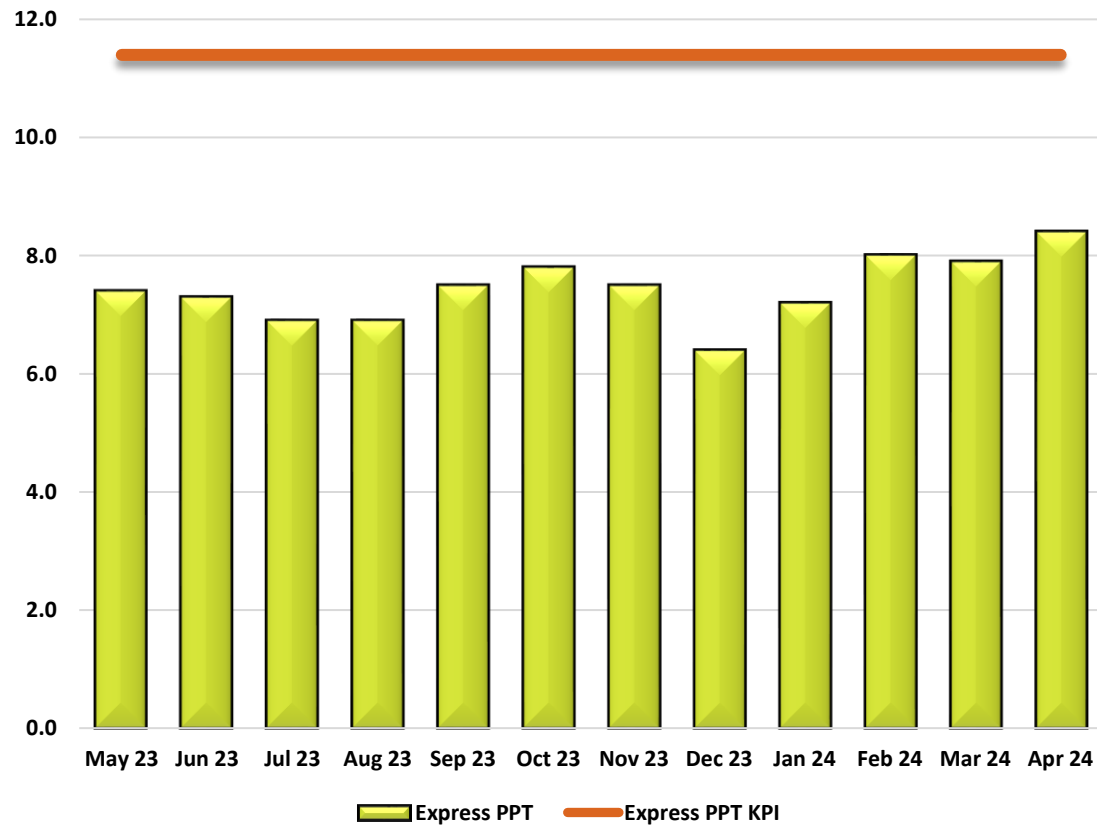
Local Service Cost Recovery & (Last 12 Months)



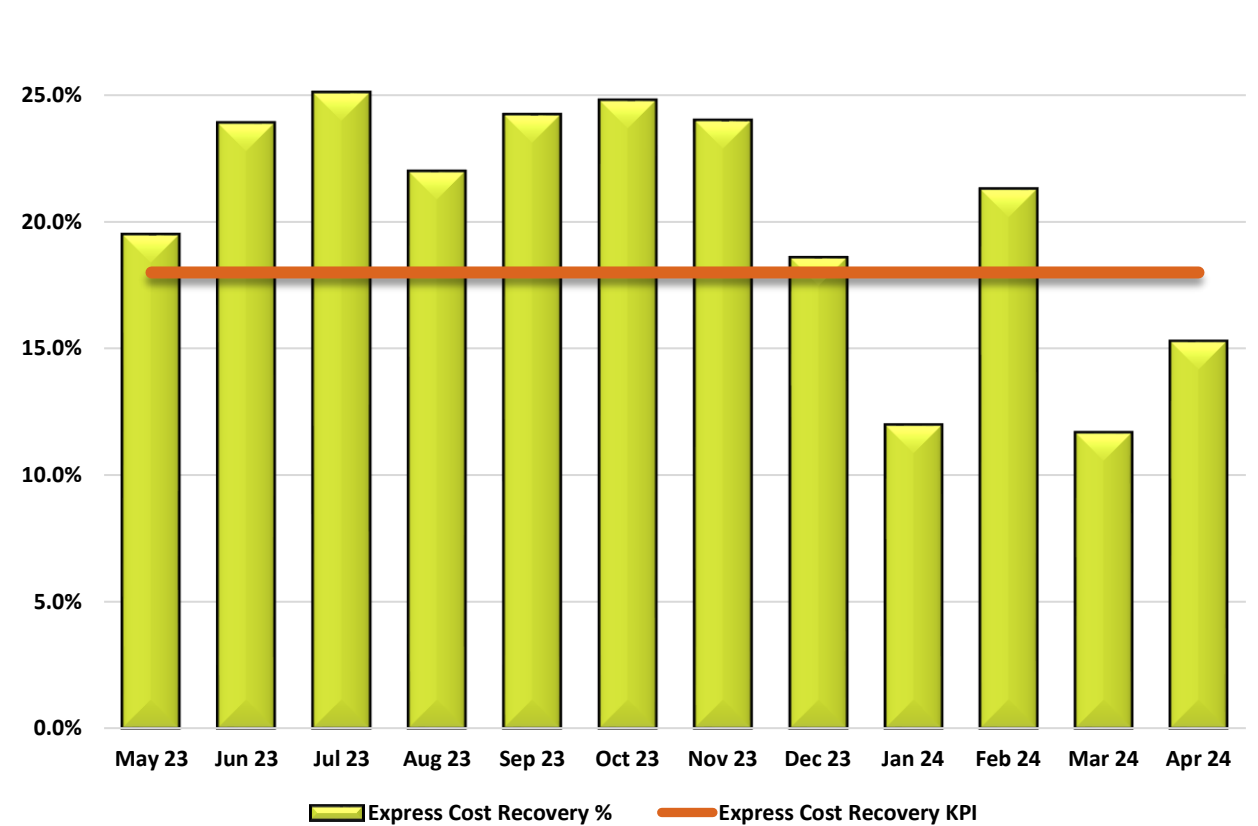
Local Service	Apr 24 Actual KPI	Apr 24 Budget KPI	Variance
Passengers Per Hour	18.7	15.9	2.8
Cost Recovery	12.6%	10.0%	2.6%

*percentage points

Express Service Productivity (Last 12 Months)



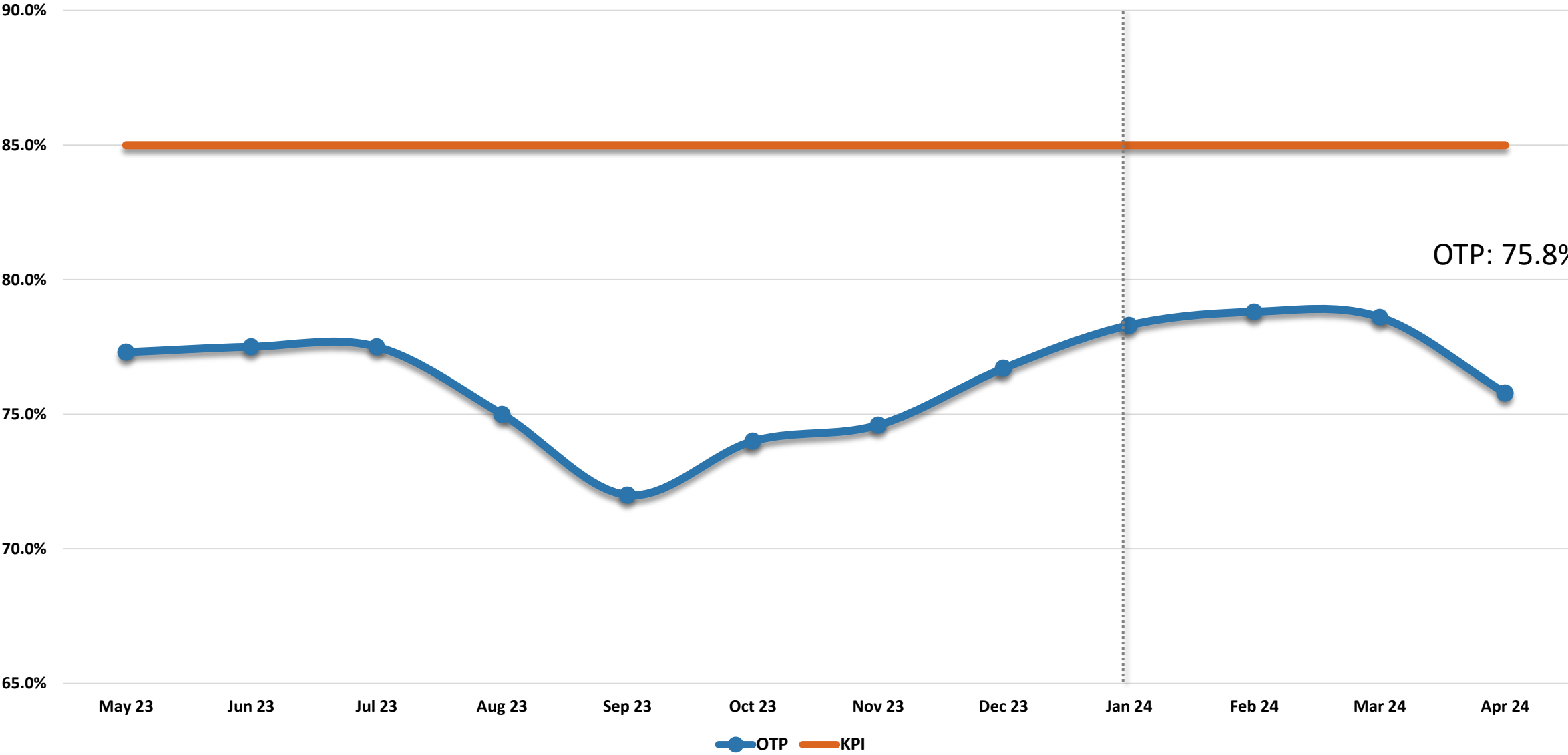
Express Service Cost Recovery % (Last 12 Month)



Express Service	Apr 24 Actual KPI	Apr 24 Budget KPI	Variance
Passengers Per Trip	8.4	11.4	-3.0
Cost Recovery	15.3%	18.0%	-2.7%

*percentage points

Overall On-Time Performance (Last 12 Months)

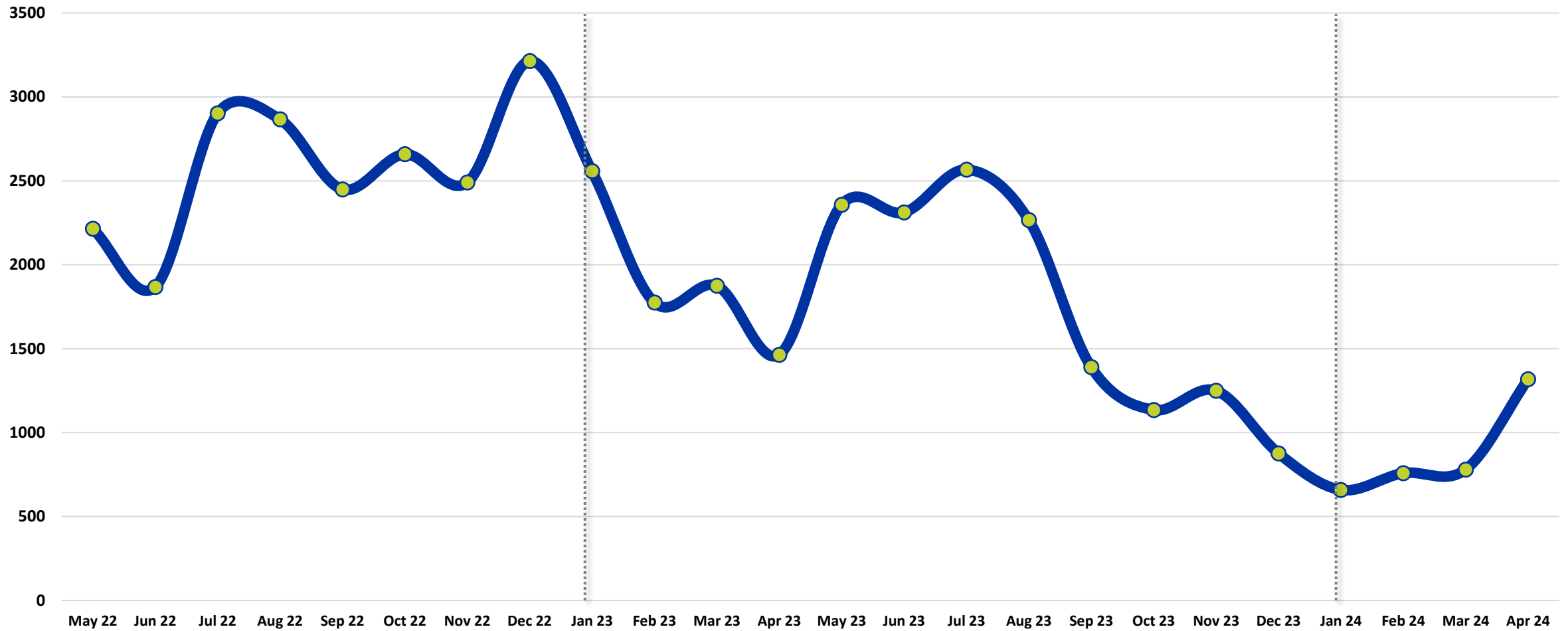


OTP: 75.8%

OTP – Peer Comparisons

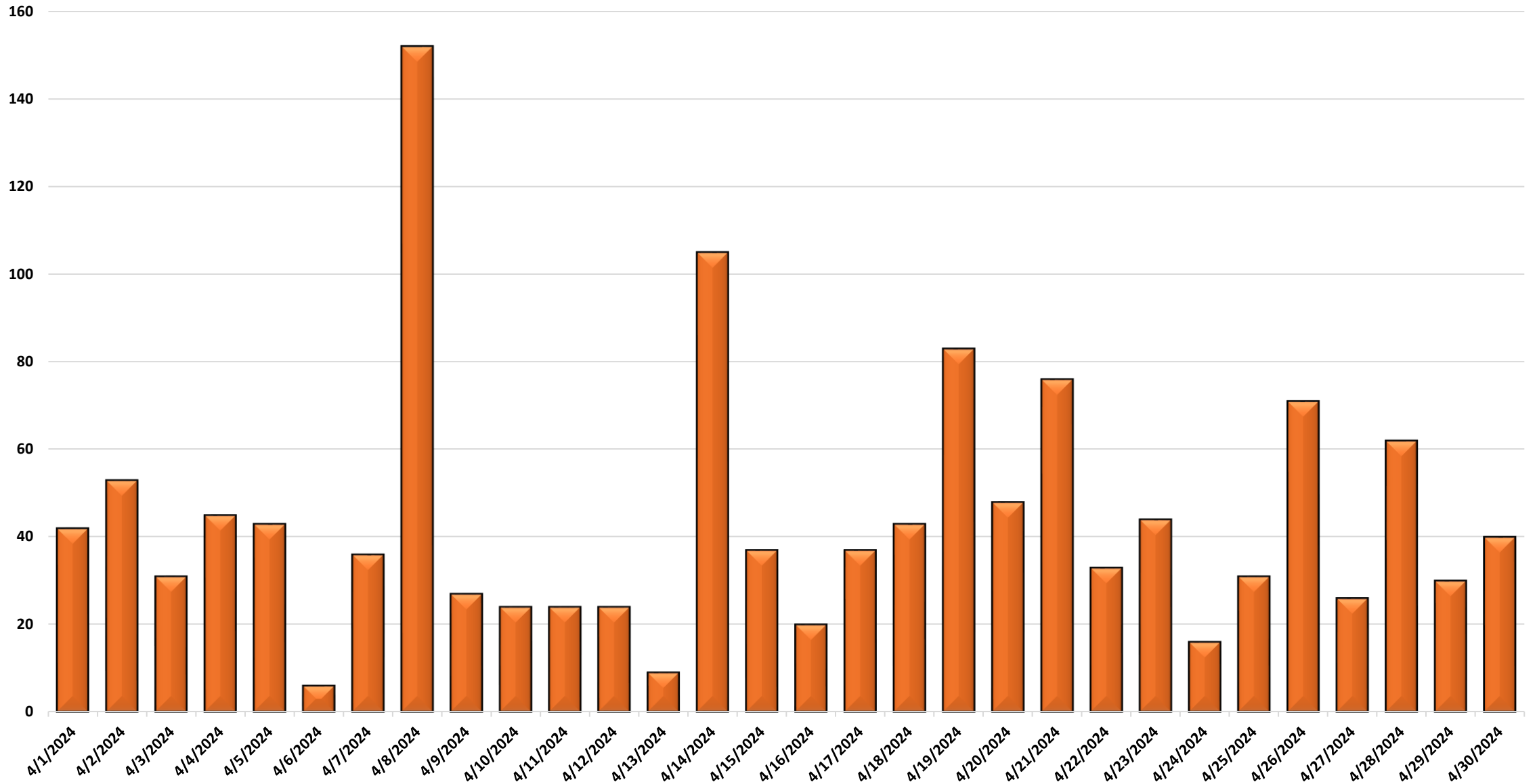
Transit System	Region	OTP	Ridership as % of 2019/pre-pandemic
MATA	Memphis, TN	60%	50%
PRT	Pittsburgh, PA	70%	60%
TARC	Louisville, KY	75%	70%
DART	Dallas, TX	76%	95%
Metro	Cincinnati, OH	77%	over 100%
MARTA	Atlanta, GA	78%	55%
King County	Seattle, WA	79%	60%
Cap Metro	Austin, TX	79%	80%
TriMet	Portland, OR	86%	65%

Fixed-Route Missed Trips by Month

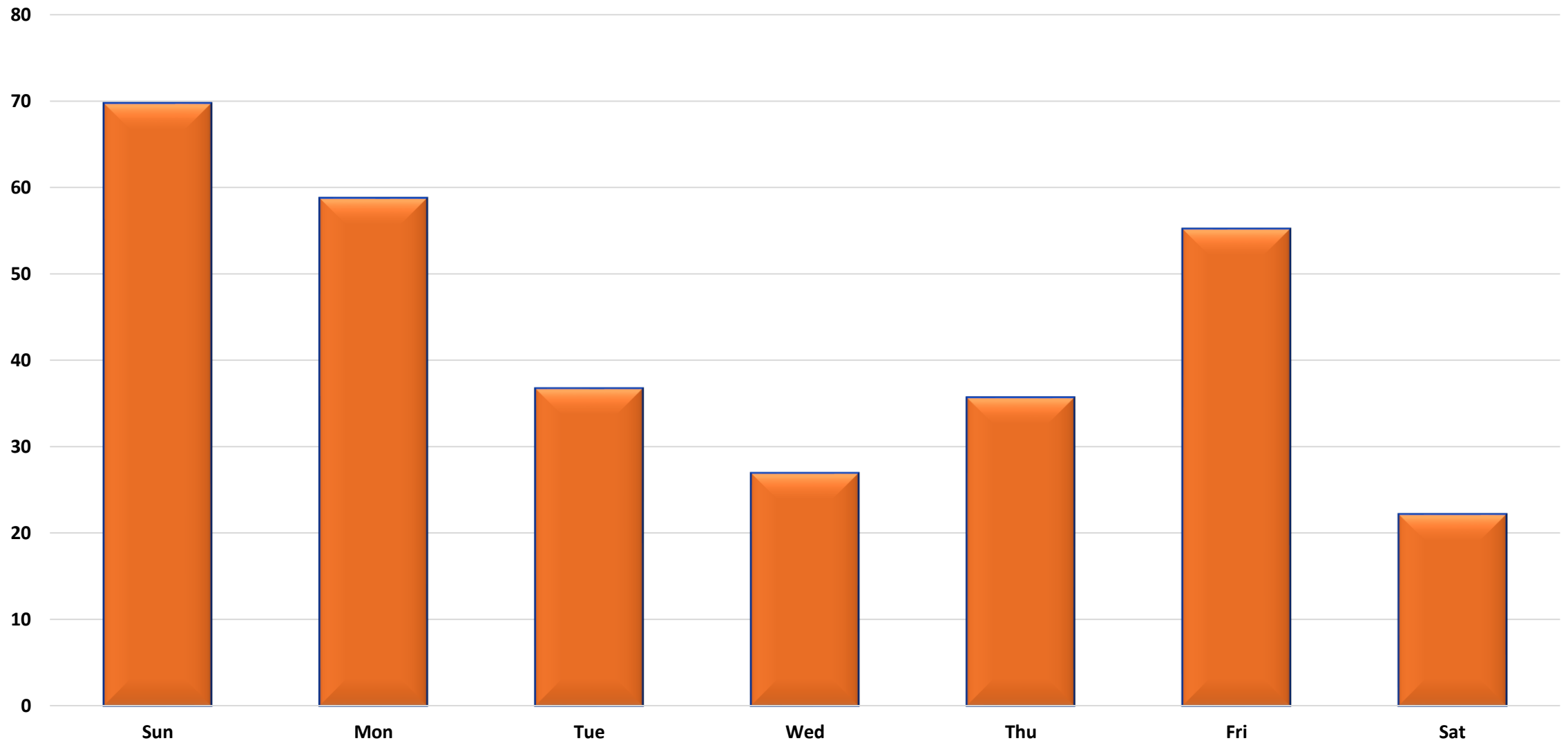


	Missed Trips	Total Trips Scheduled	% of Trips Operated	Monthly KPI	End of Year KPI
Apr 24	1,318	68,256	98.1%	98.8%	99.6%

Missed Trips by Day



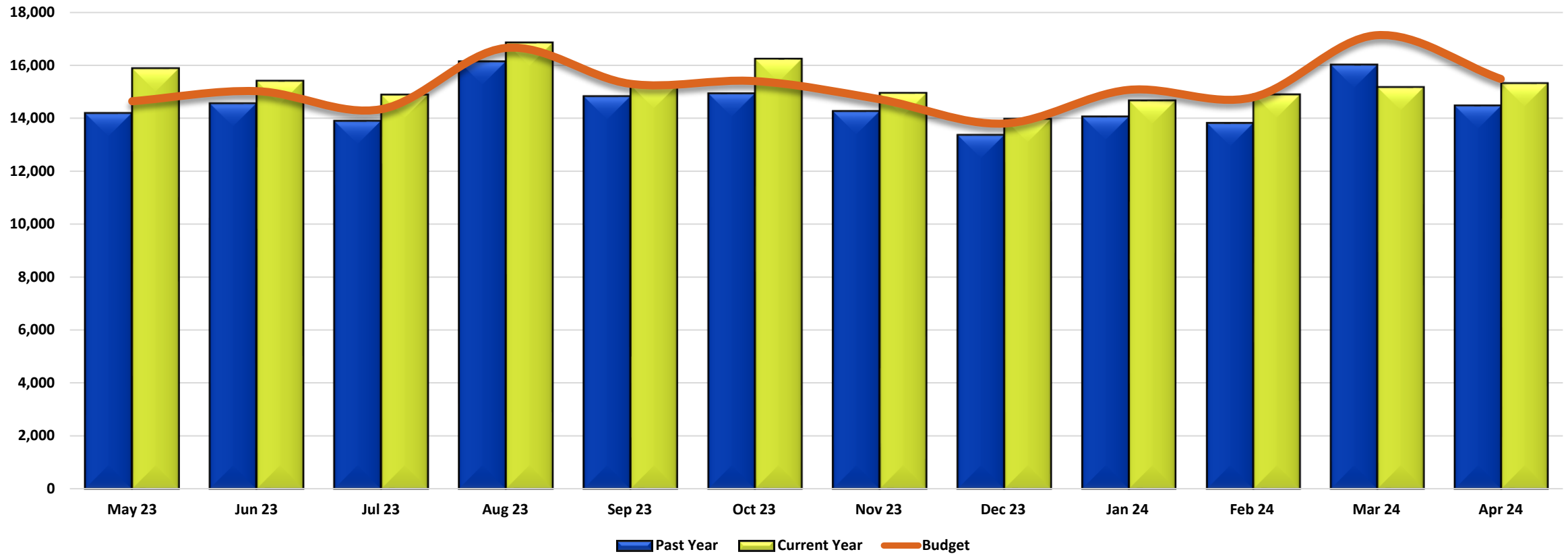
Average Missed Trips by Day of Week





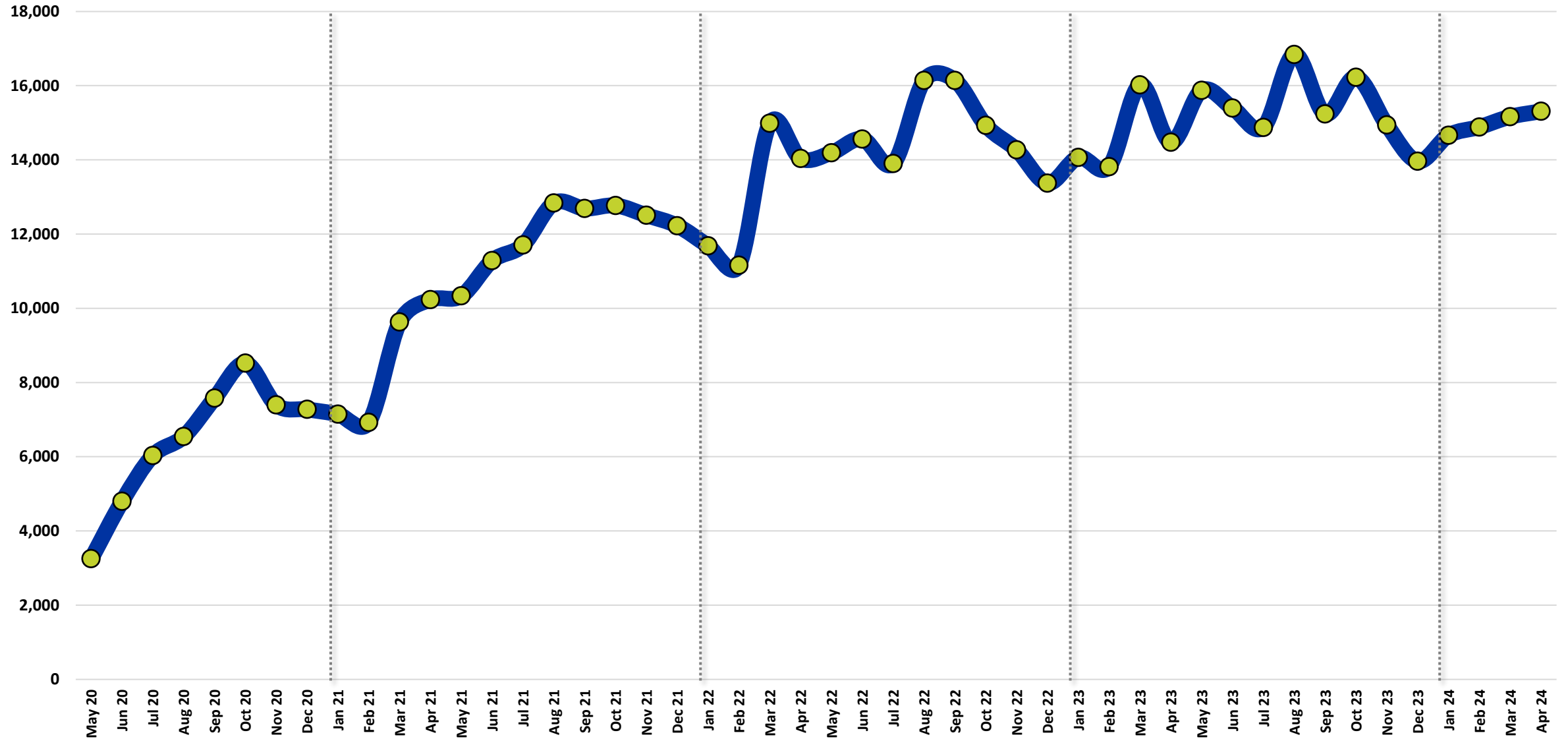
ACCESS Ridership

Total Access Ridership

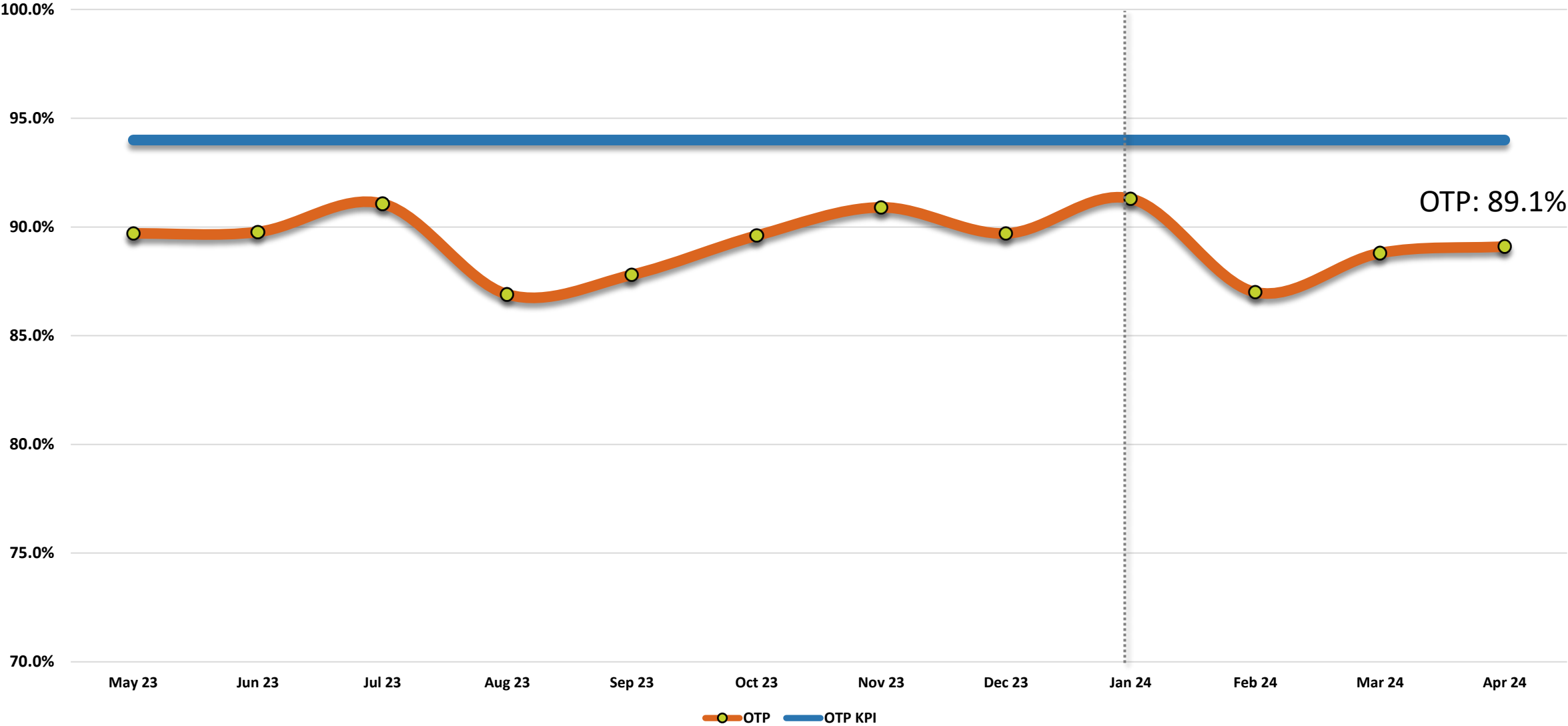


Apr 24	Apr 24 Ridership	Apr 24 Budget	Budget Variance	Apr 23 Ridership	Apr 23 - Apr 24 Variance
Total	15,307	15,486	-1.2%	14,473	5.8%
Weekday	14,130			13,138	7.6%
Saturday	612			704	-13.1%
Sunday	733			631	16.2%
Total (YTD)	60,009	62,473	-3.9%	58,368	2.8%

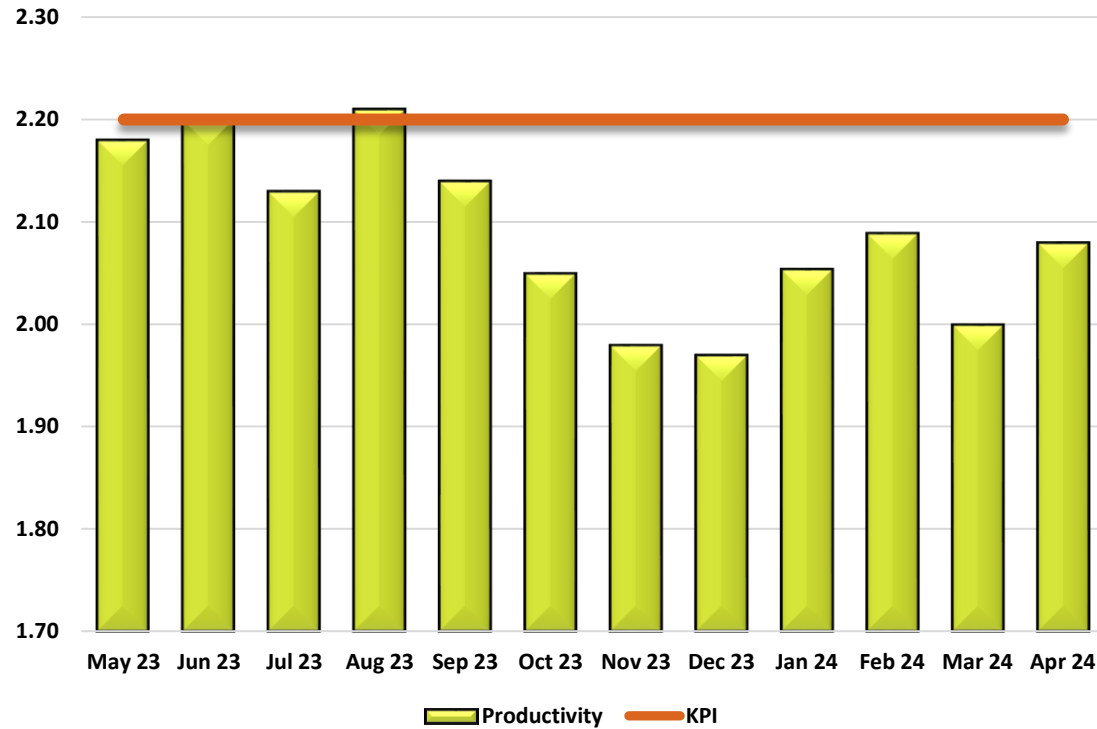
Total Access Ridership by Month



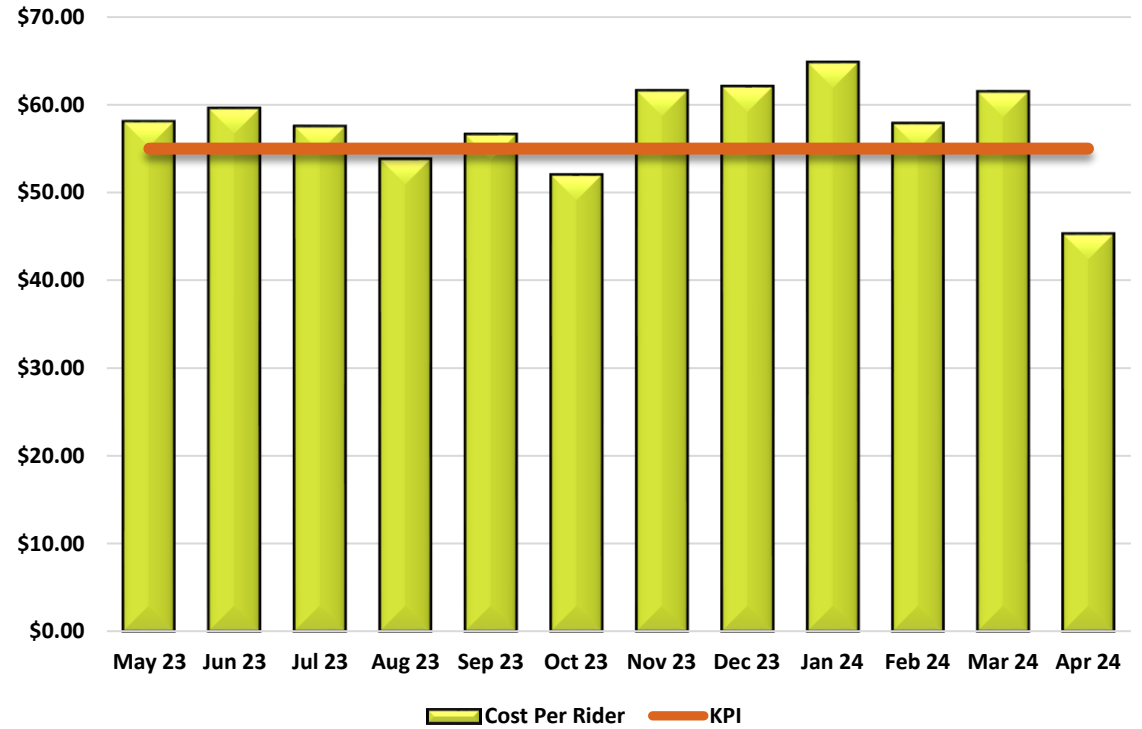
On-Time Performance - Access



Access Service - Productivity



Access Service - Cost Per Rider



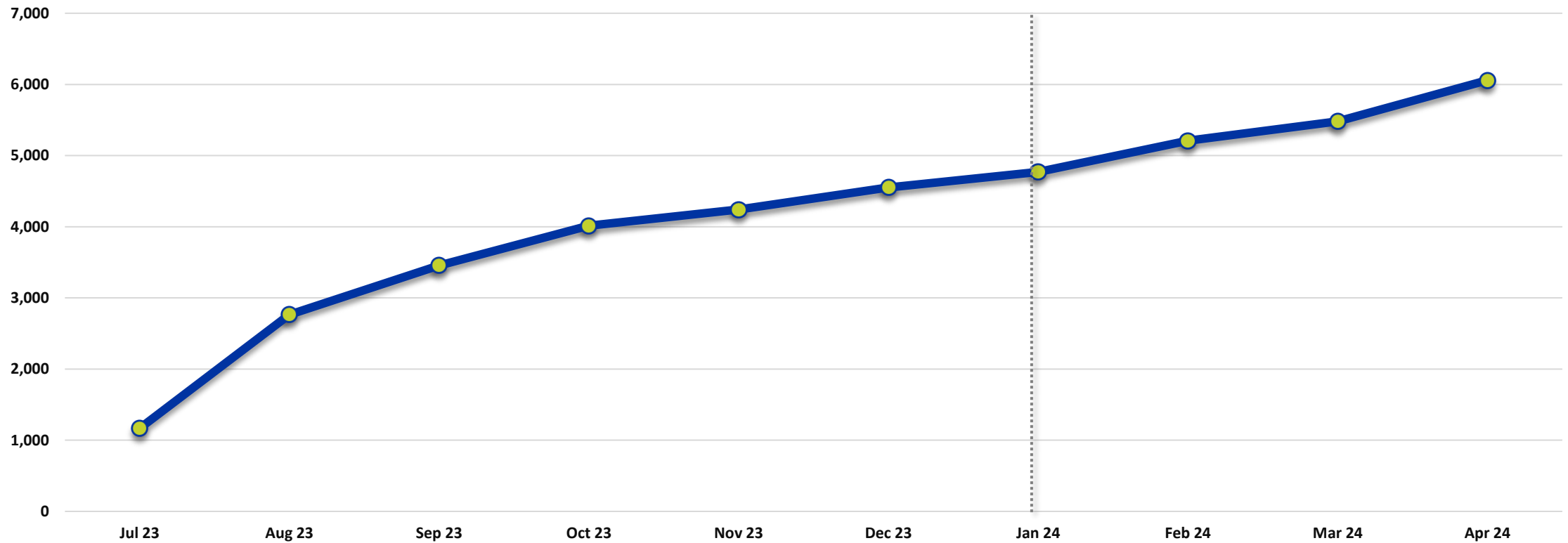
Apr 24	Apr 24 Actual	Apr 24 KPI	Variance
Cost Per Passenger	\$45.27	\$55.00	-\$9.73
On-Time Performance	89.1%	94.0%	-4.9%
Passengers Per Hour	2.08	2.2	-0.12

**percentage points*



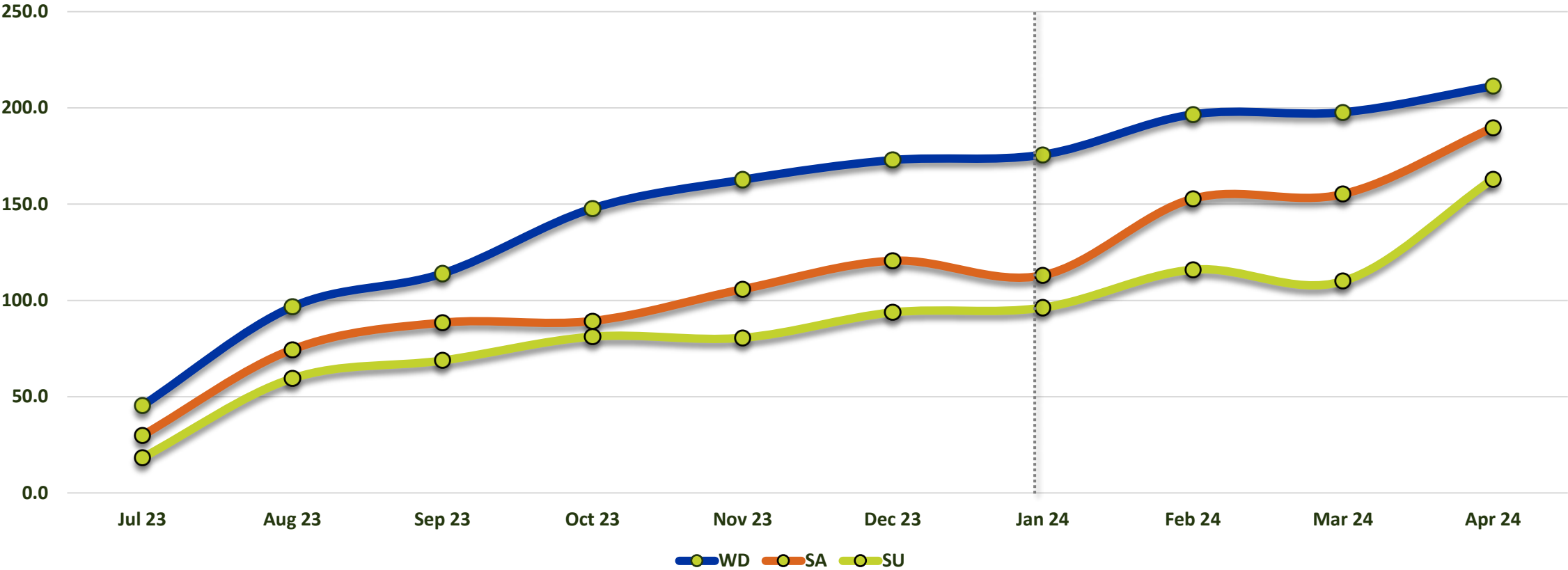
MetroNow

MetroNow Monthly Riders



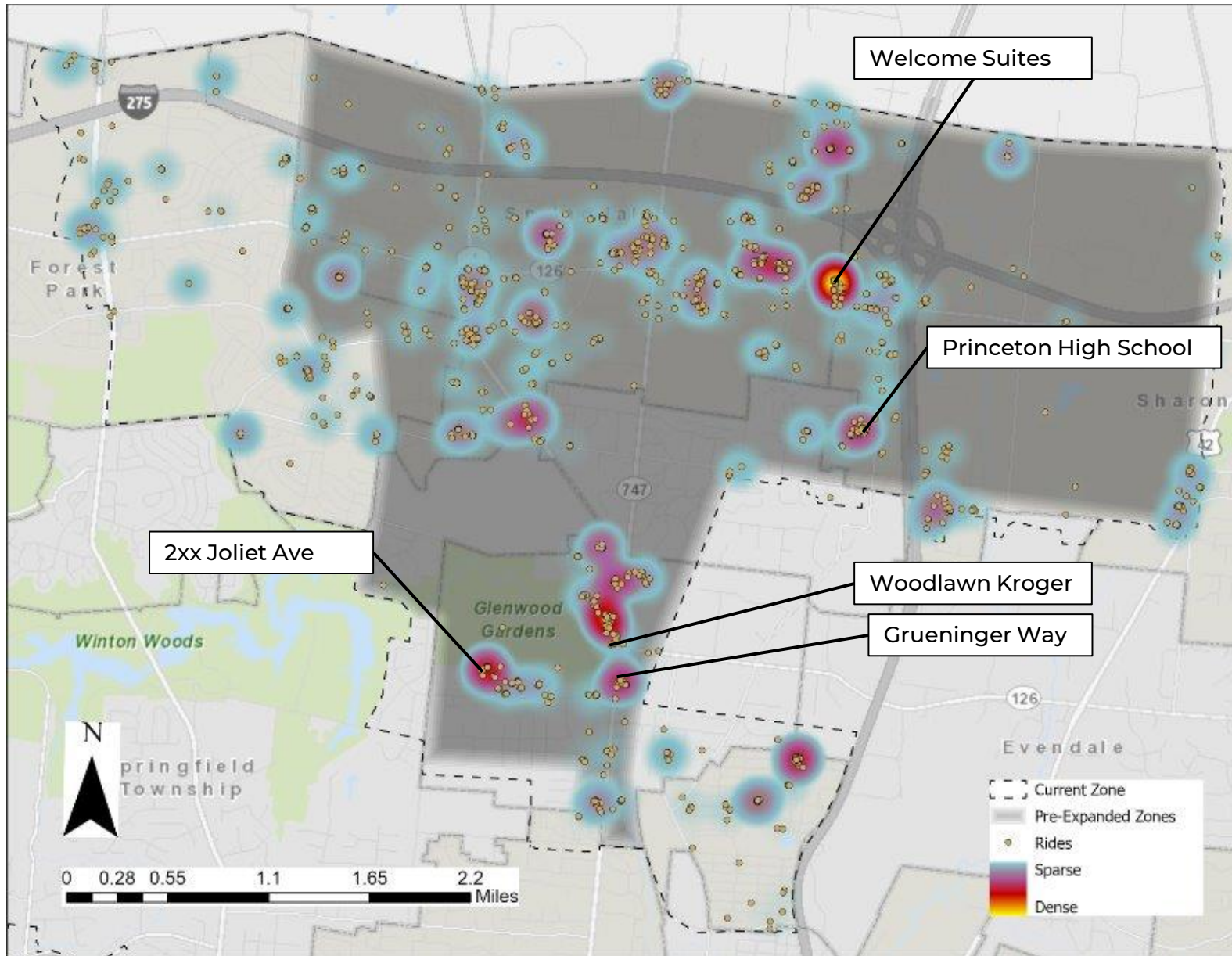
Apr 24	Apr 24 Actual
Monthly Riders	6,058
On-Time Performance (Pickup <5 min after scheduled)	99.5%

MetroNow Ridership by Day Type



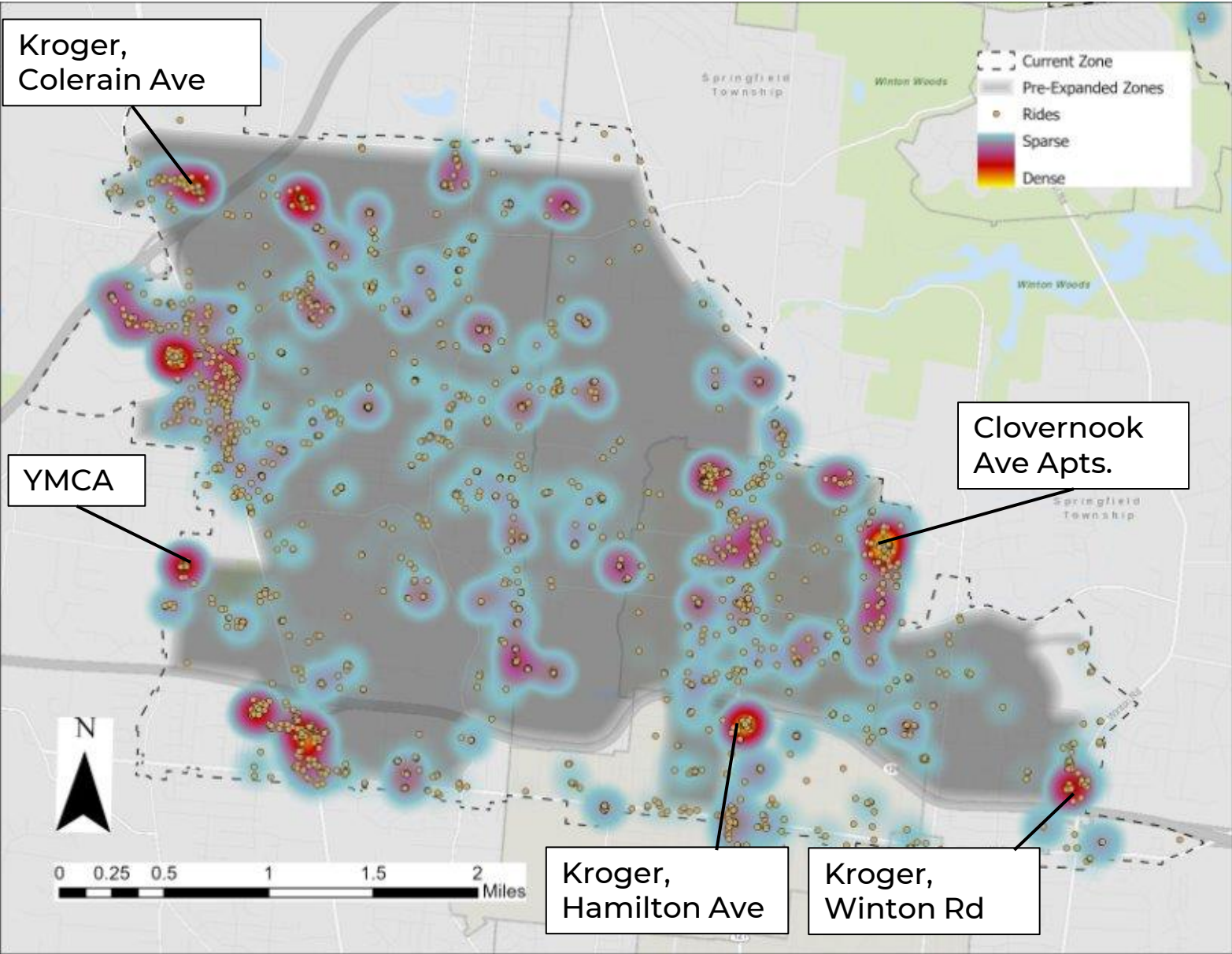
Apr 24	Apr 24 Actual
Weekday Avg	211.2
Saturday Avg	189.7
Sunday Avg	163.0

Springdale Top Destinations – April 2024



Rank	Destination	Count
1	Welcome Suites Springdale	196
2	Woodlawn Kroger	172
3	Princeton High School	128
4	Grueninger Way	124
5	2xx Joliet Ave	100

Northgate Top Destinations – April 2024

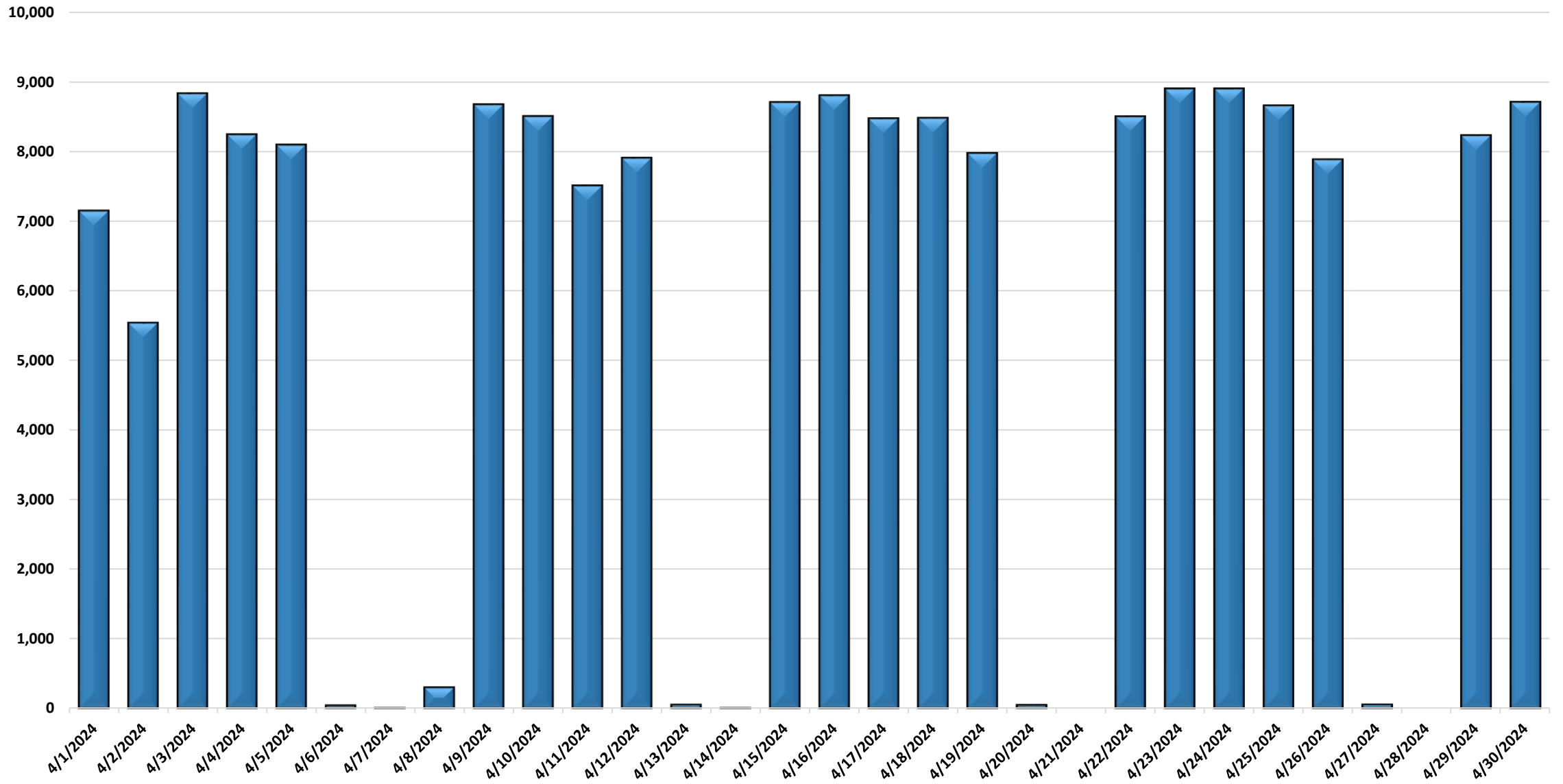


Rank	Destination	Count
1	Clovernook Apts.	404
2	Kroger, Colerain Ave	352
3	Kroger, Hamilton Ave	294
4	Mt Healthy High School	230
5	Kroger, Winton Rd	218

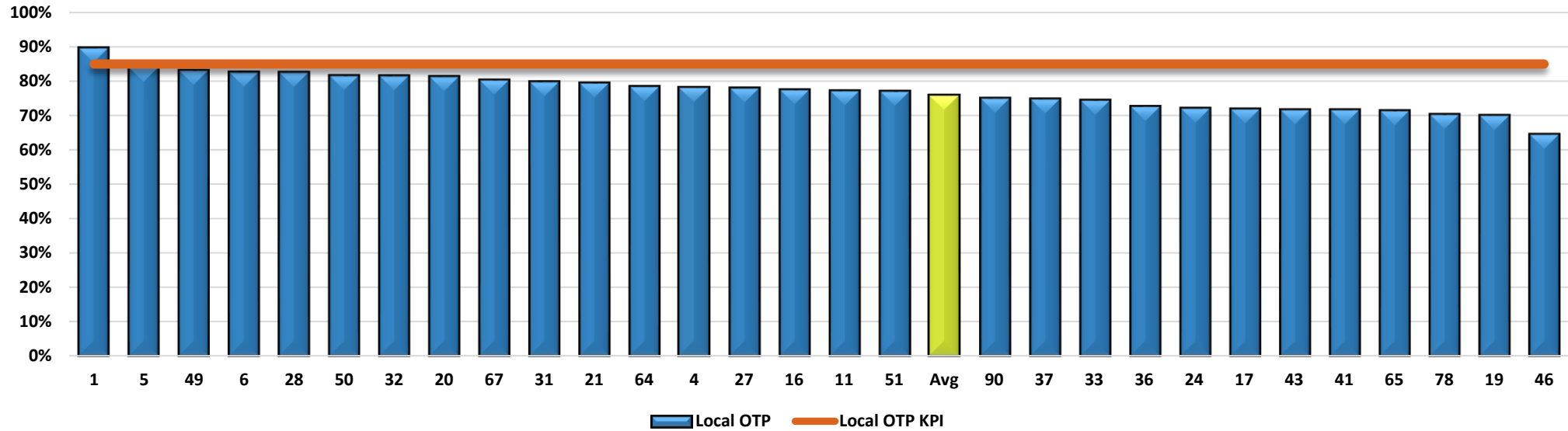


Route Level KPIs

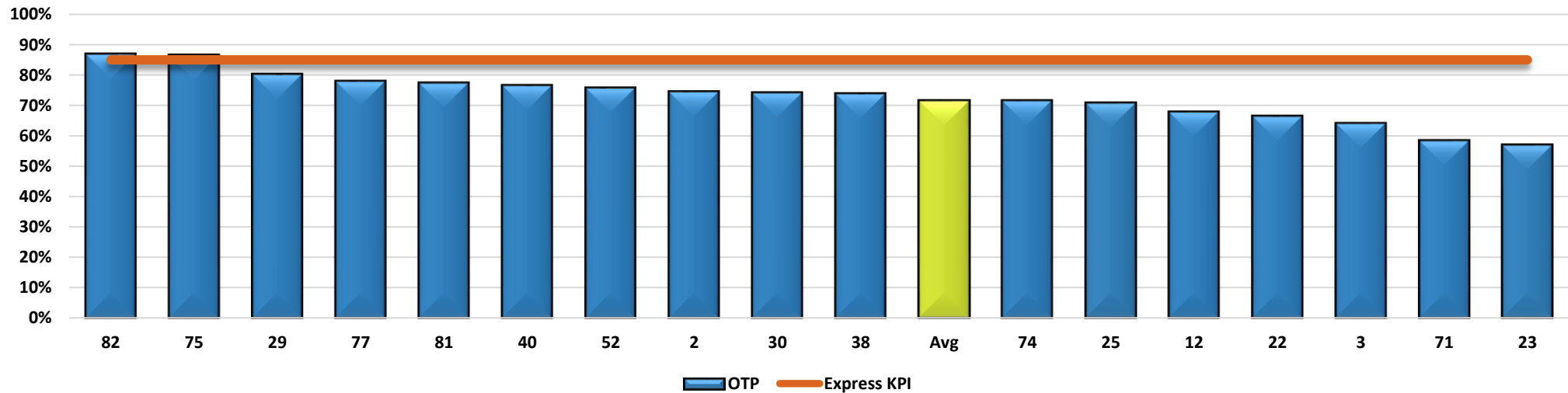
CPS Ridership



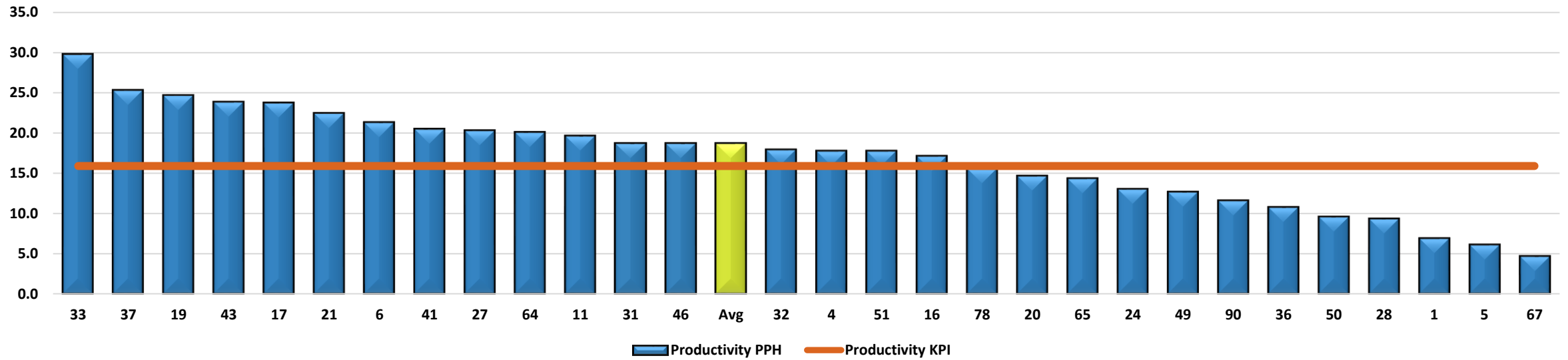
Local OTP



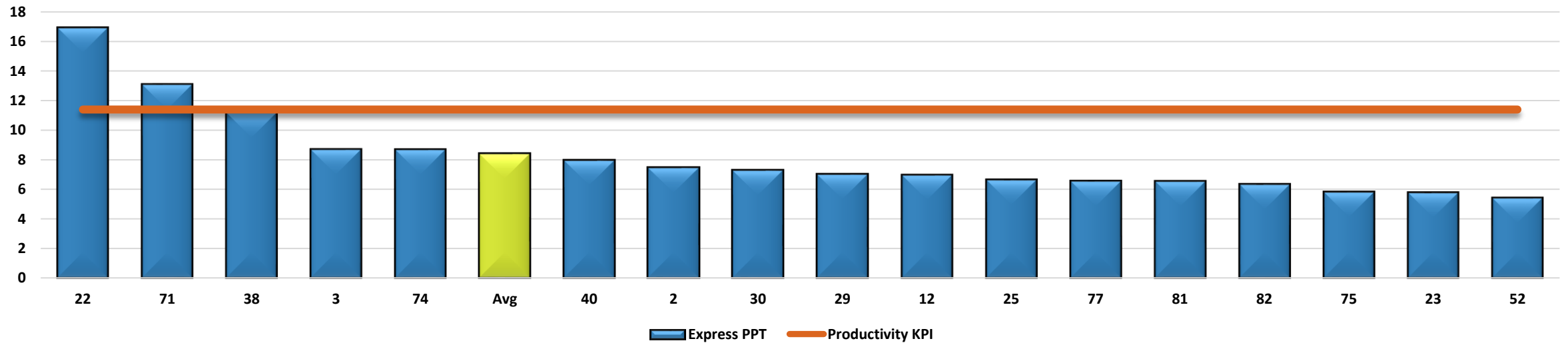
Express OTP



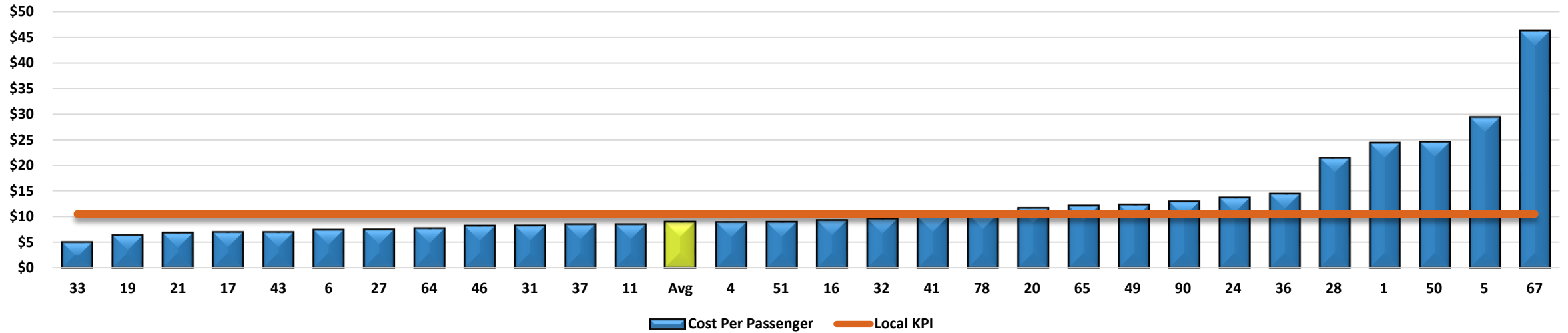
Productivity - Local



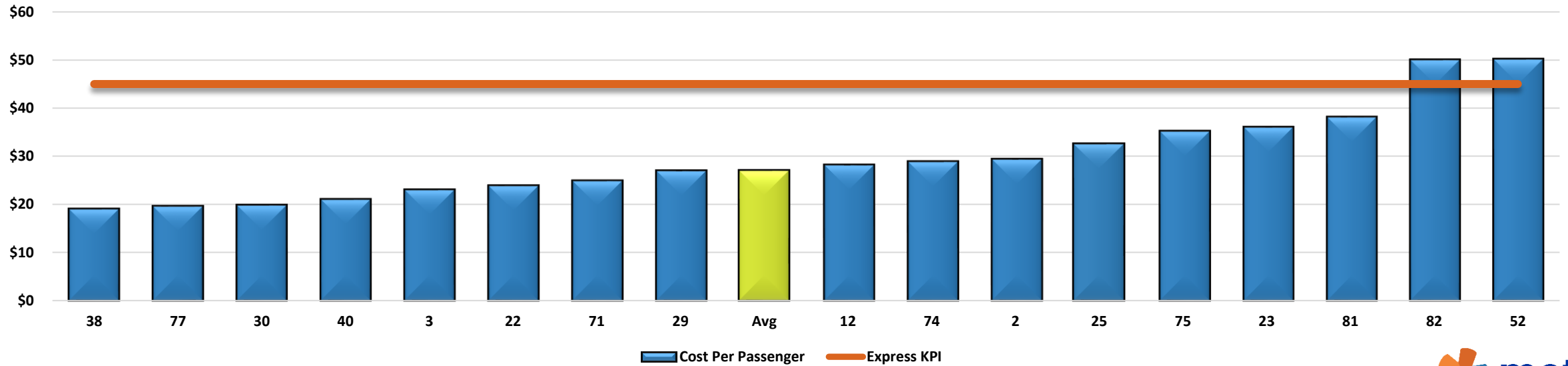
Productivity Express



Local CPP



Express CPP



On-Time Performance Local & Express Service (Last 12 Months)

