



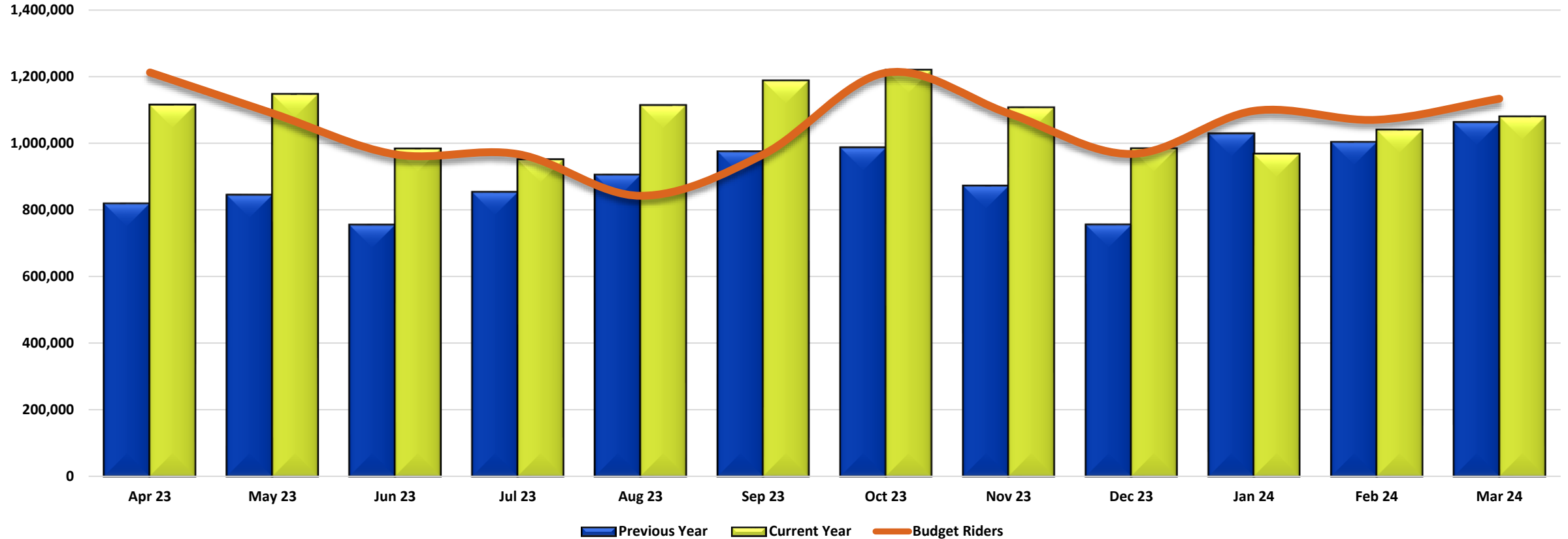
March 2024 Ridership Report

April 18, 2024 | SPDI



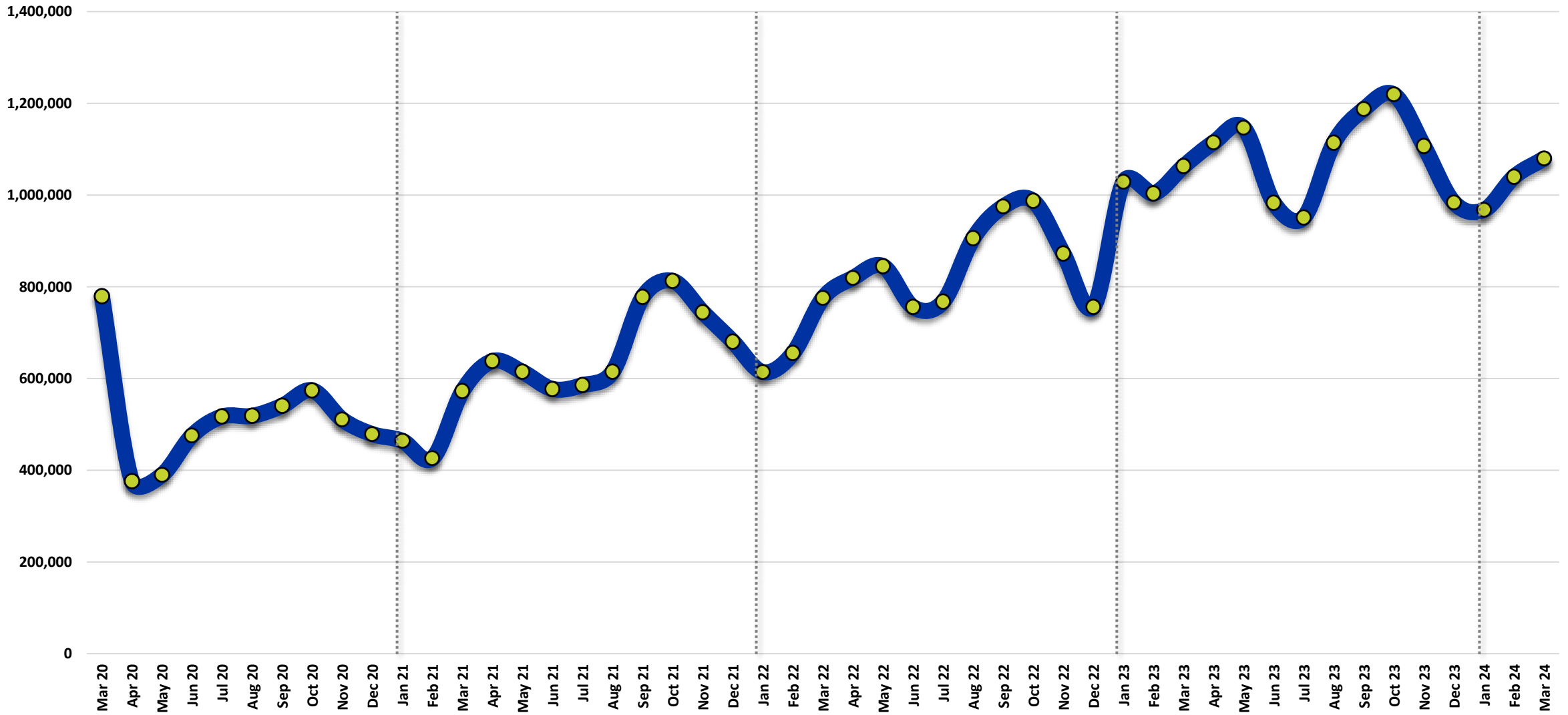
Fixed Route Ridership

Total Fixed Route Ridership YoY & Budget by Month

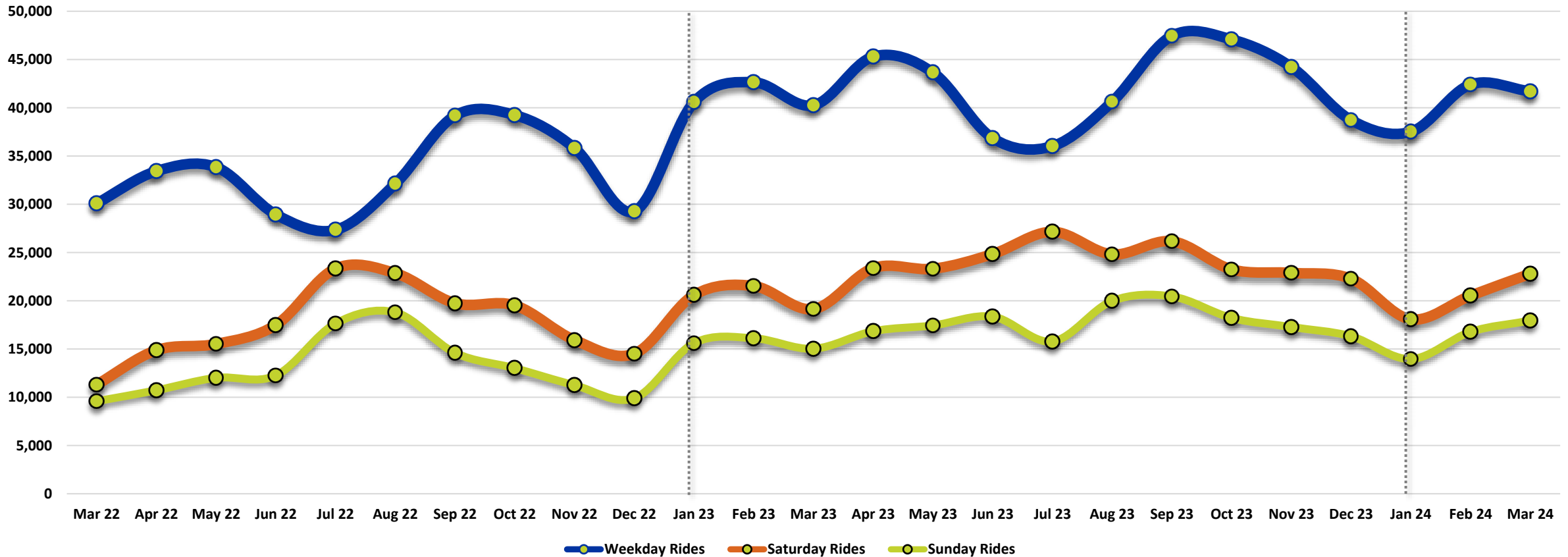


Service	Mar 24				Mar 23		
	Ridership	Budget	Budget Variance	% Budget Variance	Ridership	Past Year Variance	Past Year % Variance
Local	1,052,570	1,099,037	-46,467	-4.2%	1,035,141	17,429	1.7%
Express	26,985	34,578	-7,593	-22.0%	27,623	-638	-2.3%
Totals	1,079,555	1,133,615	-54,060	-4.8%	1,062,764	16,791	1.6%
Total (YTD)	3,087,092	3,301,340	-214,248	-6.5%	3,095,010	-7,918	-0.3%

Total Fixed Route Ridership by Month

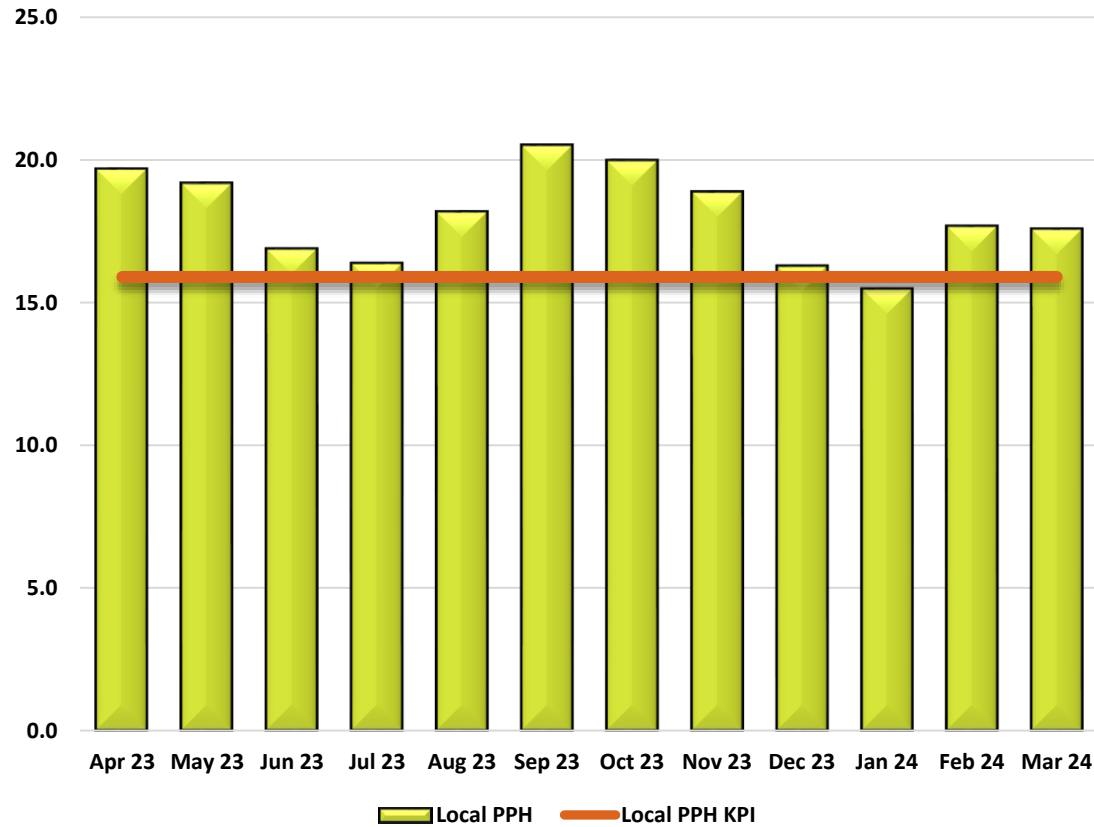


Average Daily Ridership (WD, SA, SU)

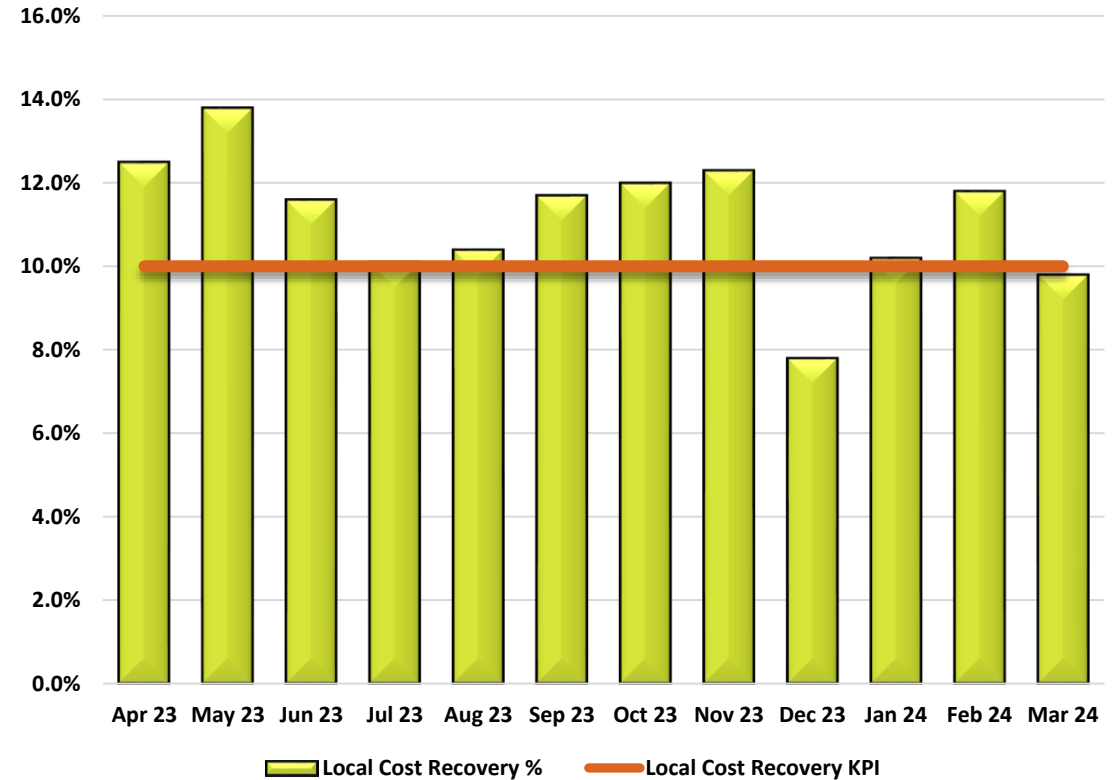


Service	Mar 24 Avg Daily	Mar 24 Avg Daily Budget	Budget % Variance	Mar 23 Avg Daily	Mar 23 - Mar 24 % Variance
WEEKDAY	41,705	44,848	-7.0%	40,264	3.6%
SATURDAY	22,798	20,333	12.1%	19,140	19.1%
SUNDAY	17,947	18,028	-0.4%	15,033	19.4%

Local Service Productivity (Last 12 Months)

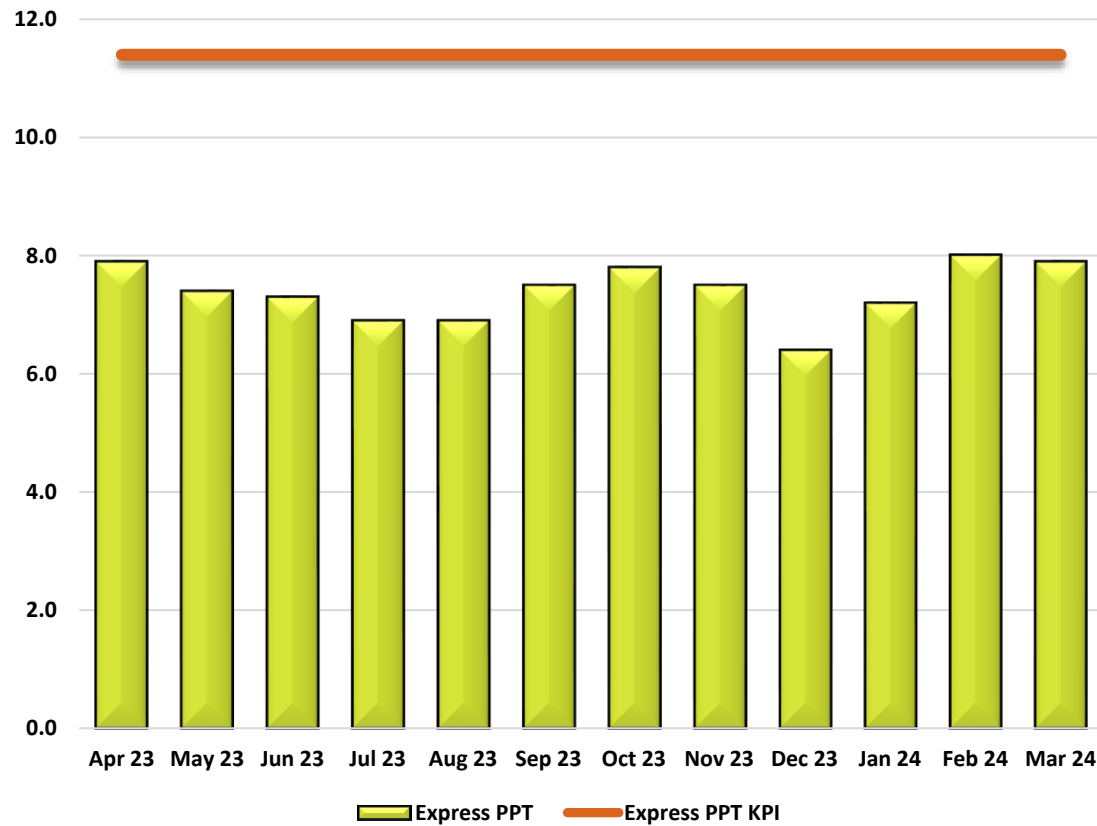


Local Service Cost Recovery & (Last 12 Months)

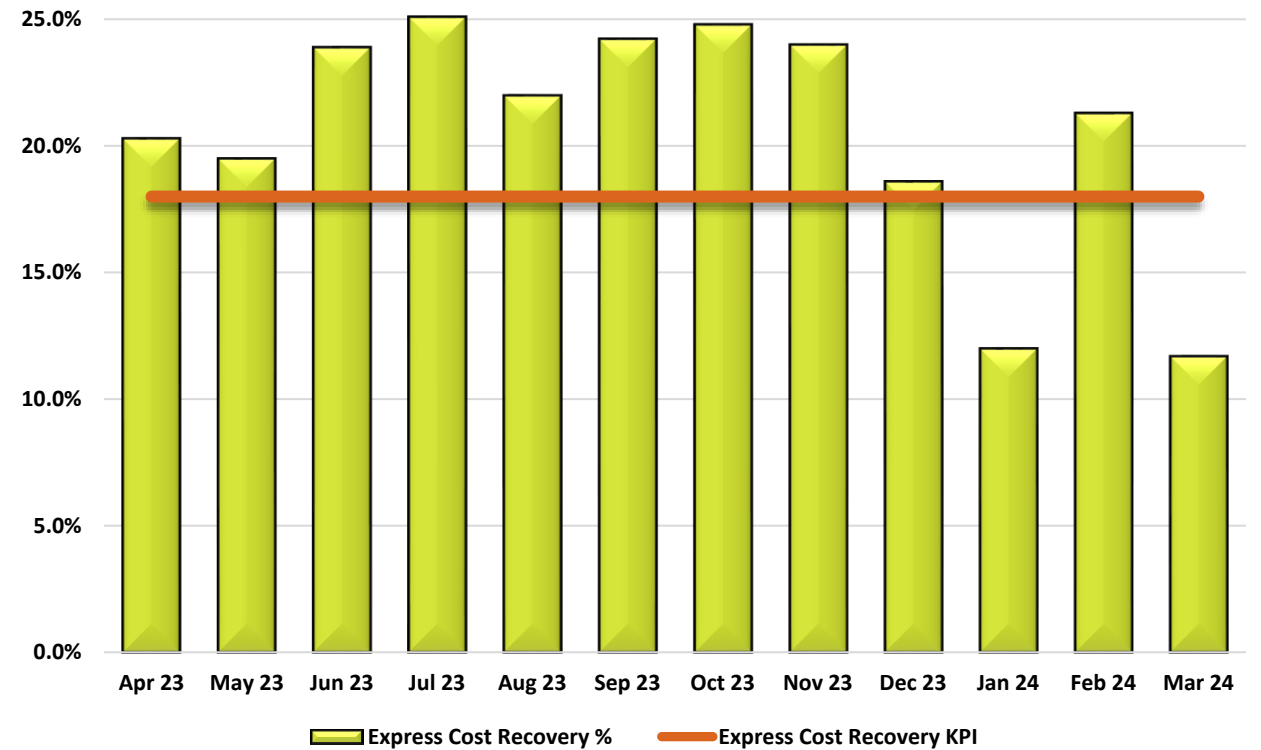


Local Service	Mar 24 Actual KPI	Mar 24 Budget KPI	Variance
Passengers Per Hour	17.6	15.9	1.7
Cost Recovery	9.8%	10.0%	-0.2% <i>*percentage points</i>

Express Service Productivity (Last 12 Months)



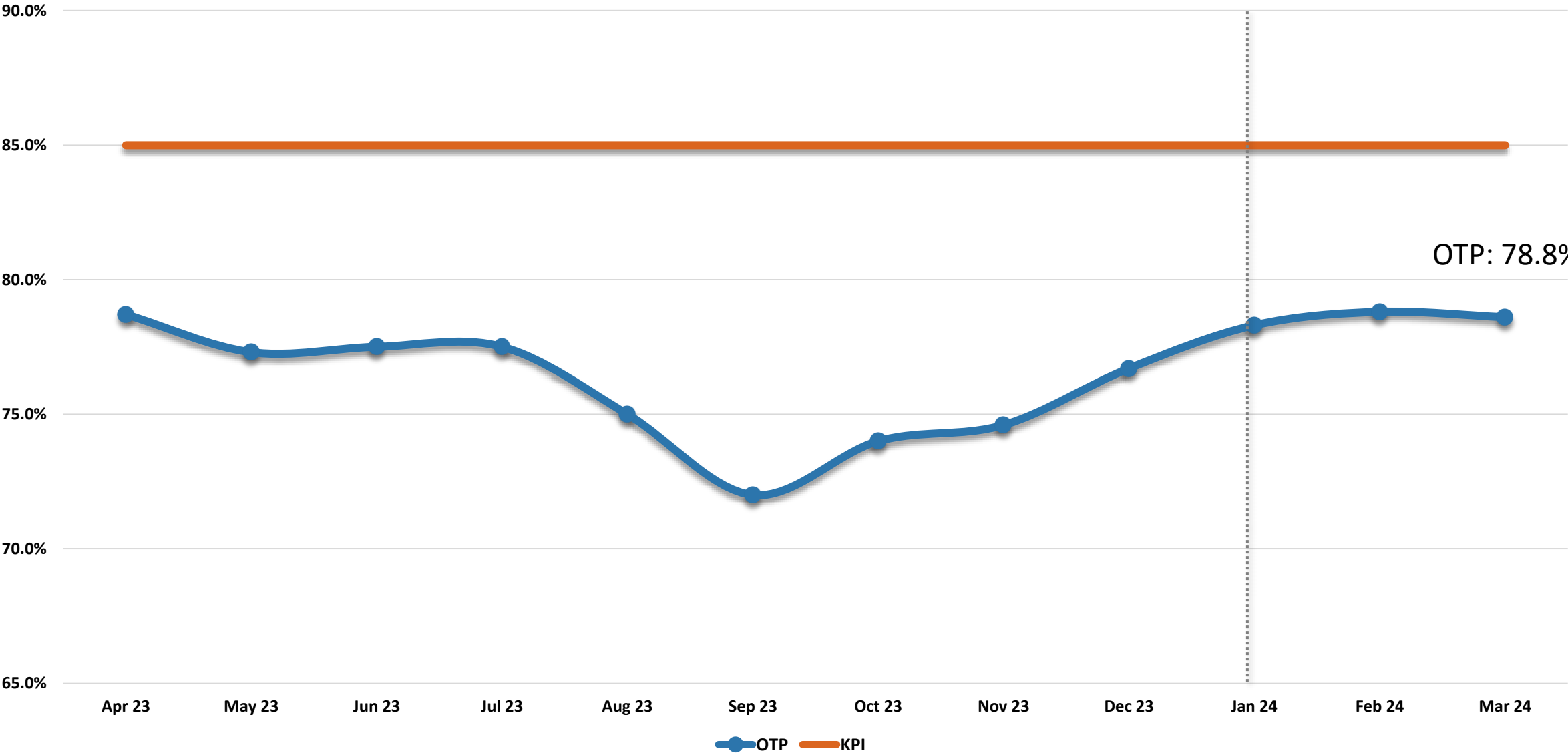
Express Service Cost Recovery % (Last 12 Month)



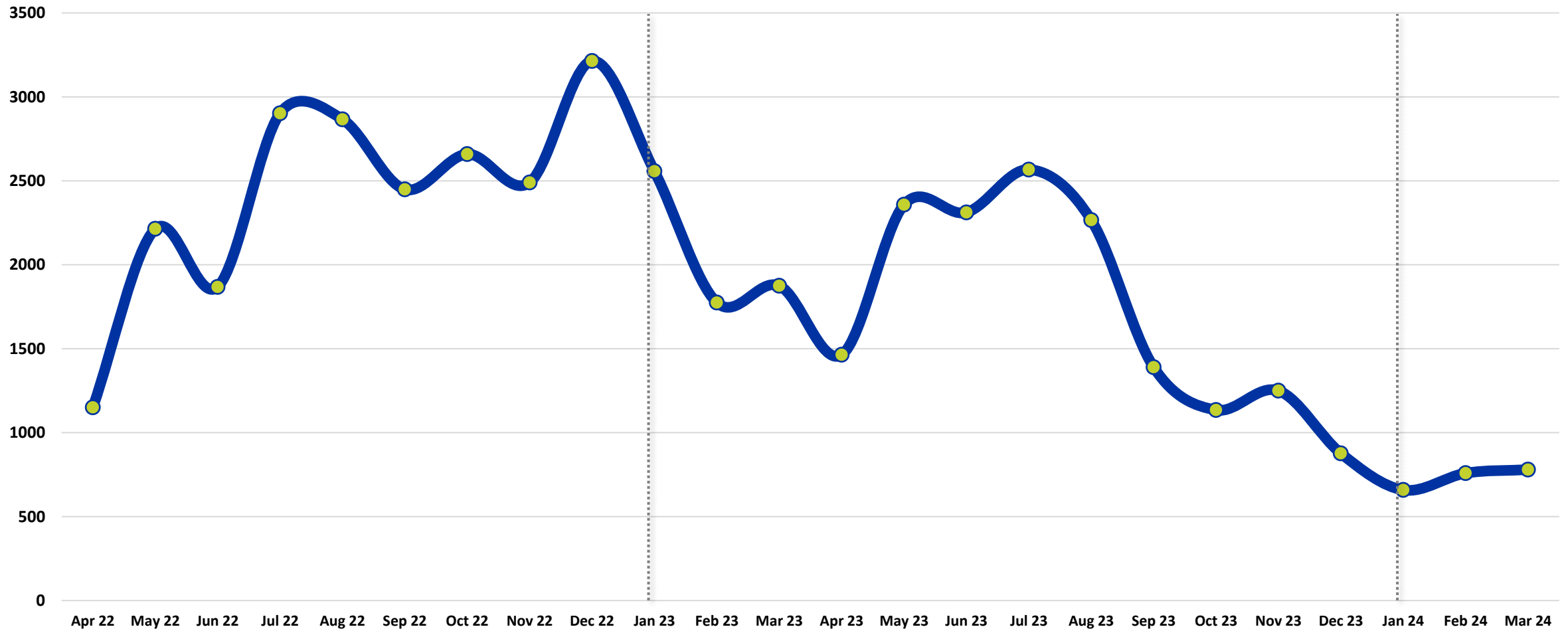
Express Service	Mar 24 Actual KPI	Mar 24 Budget KPI	Variance
Passengers Per Trip	7.9	11.4	-3.5
Cost Recovery	11.7%	18.0%	-6.3%

*percentage points

Overall On-Time Performance (Last 12 Months)

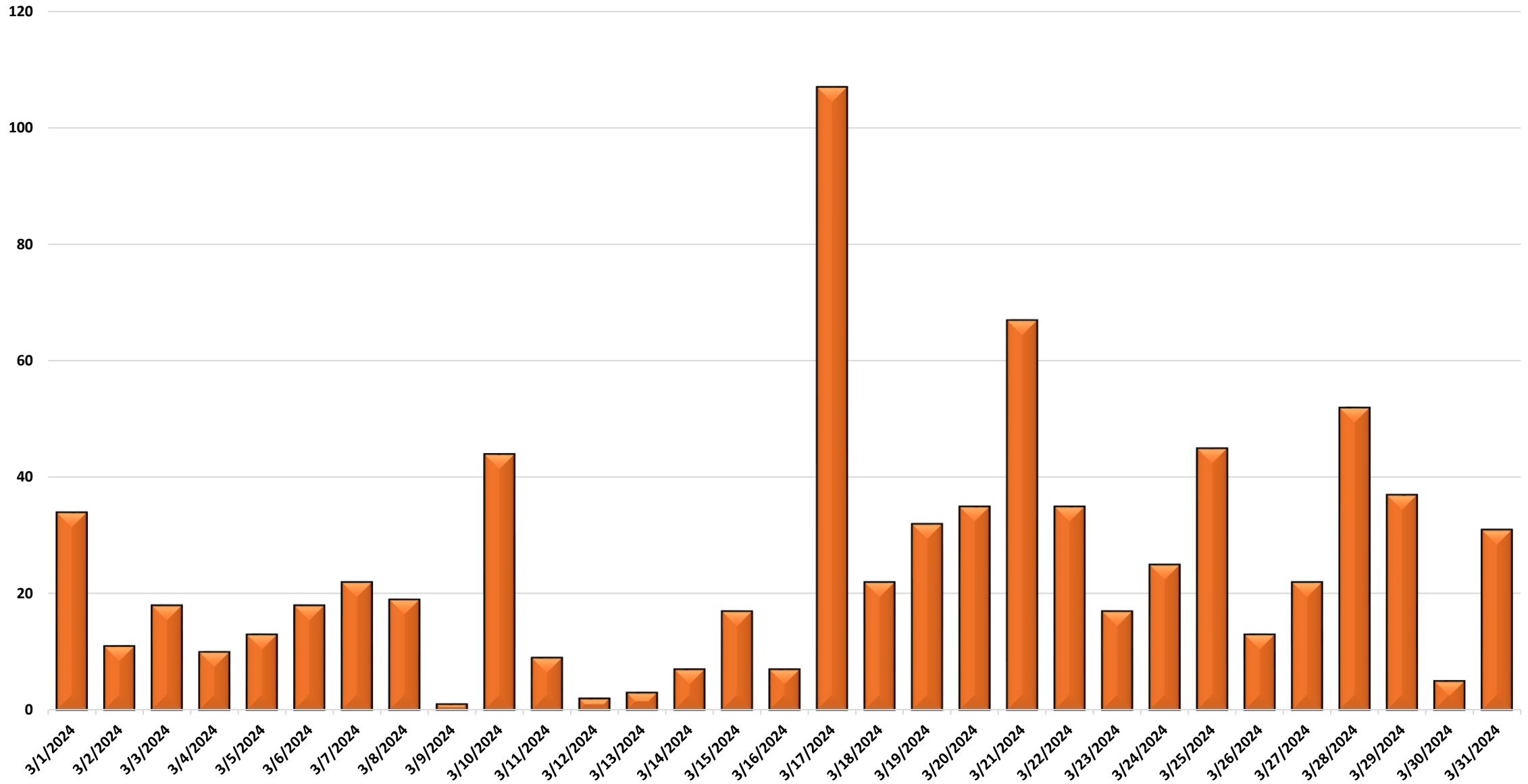


Fixed-Route Missed Trips by Month

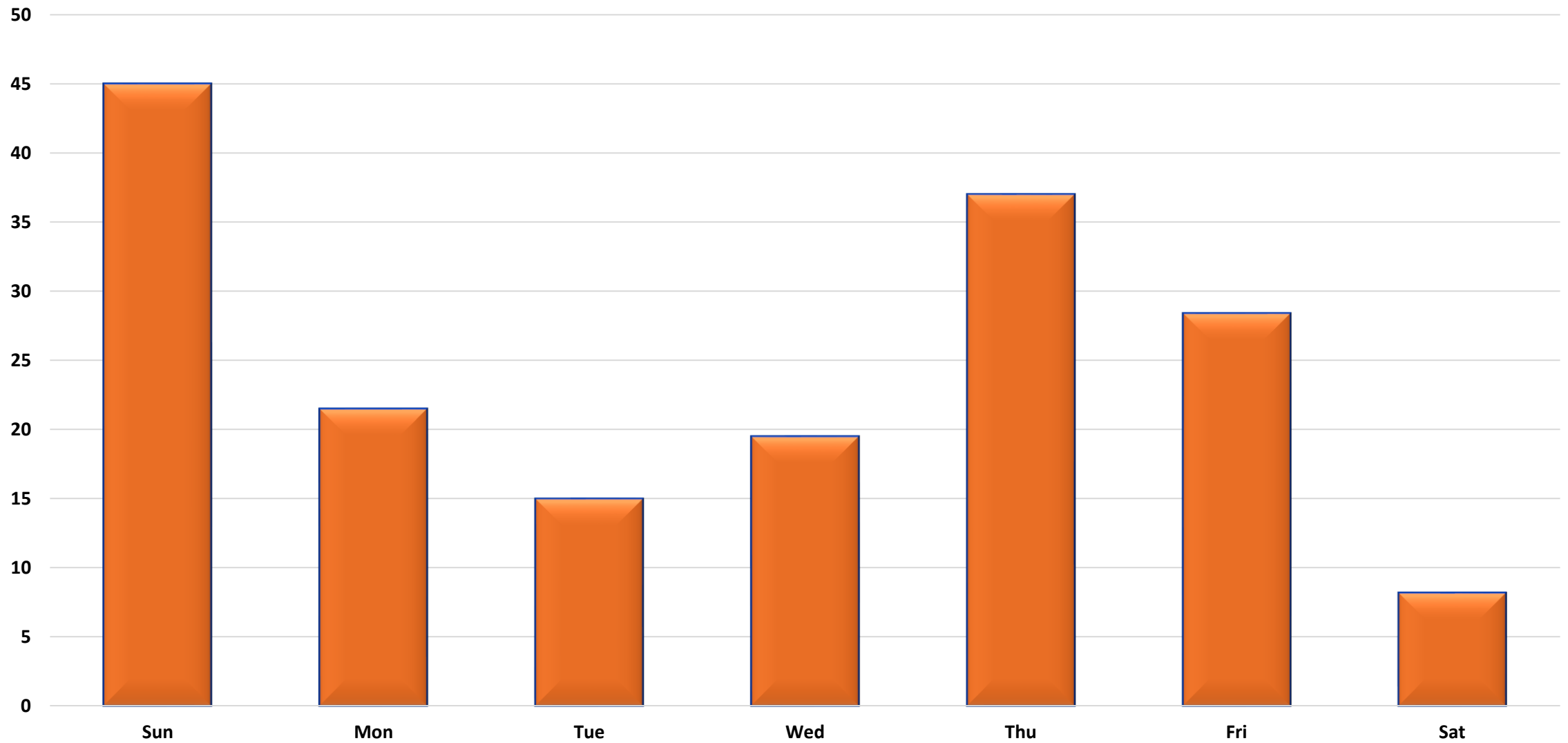


	Missed Trips	Total Trips Scheduled	% of Trips Operated	Monthly KPI	End of Year KPI
Mar 24	780	68,849	98.9%	98.8%	99.6%

Missed Trips by Day



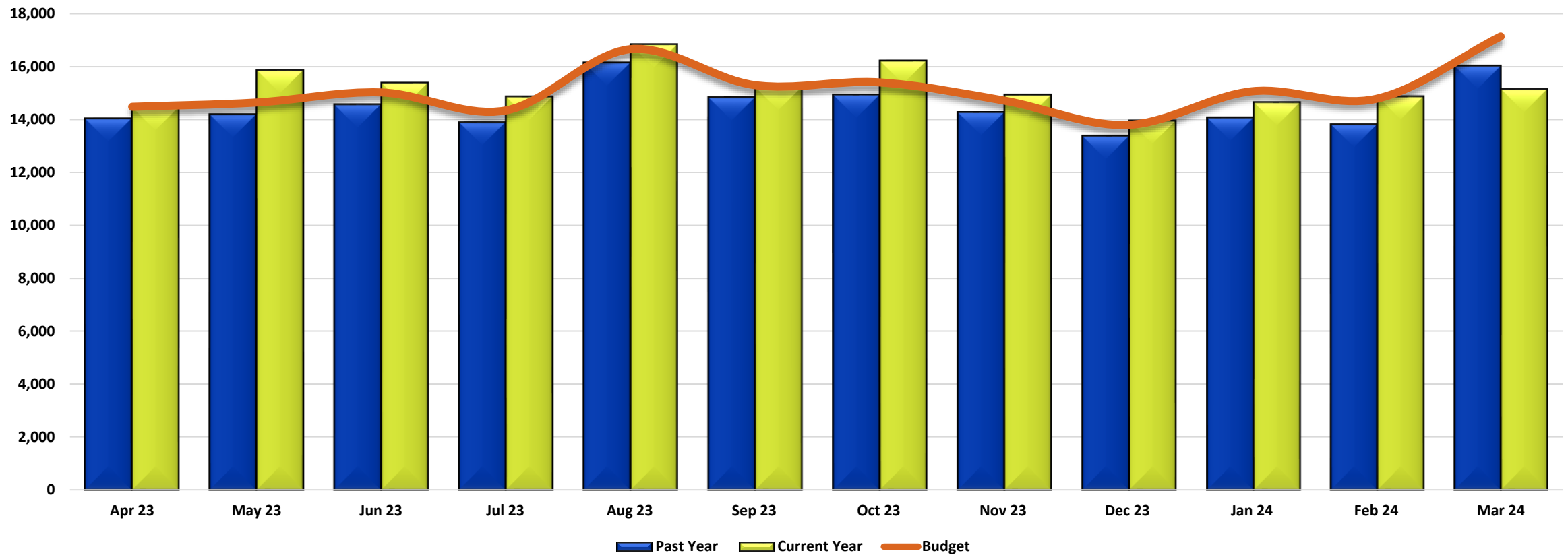
Average Missed Trips by Day of Week





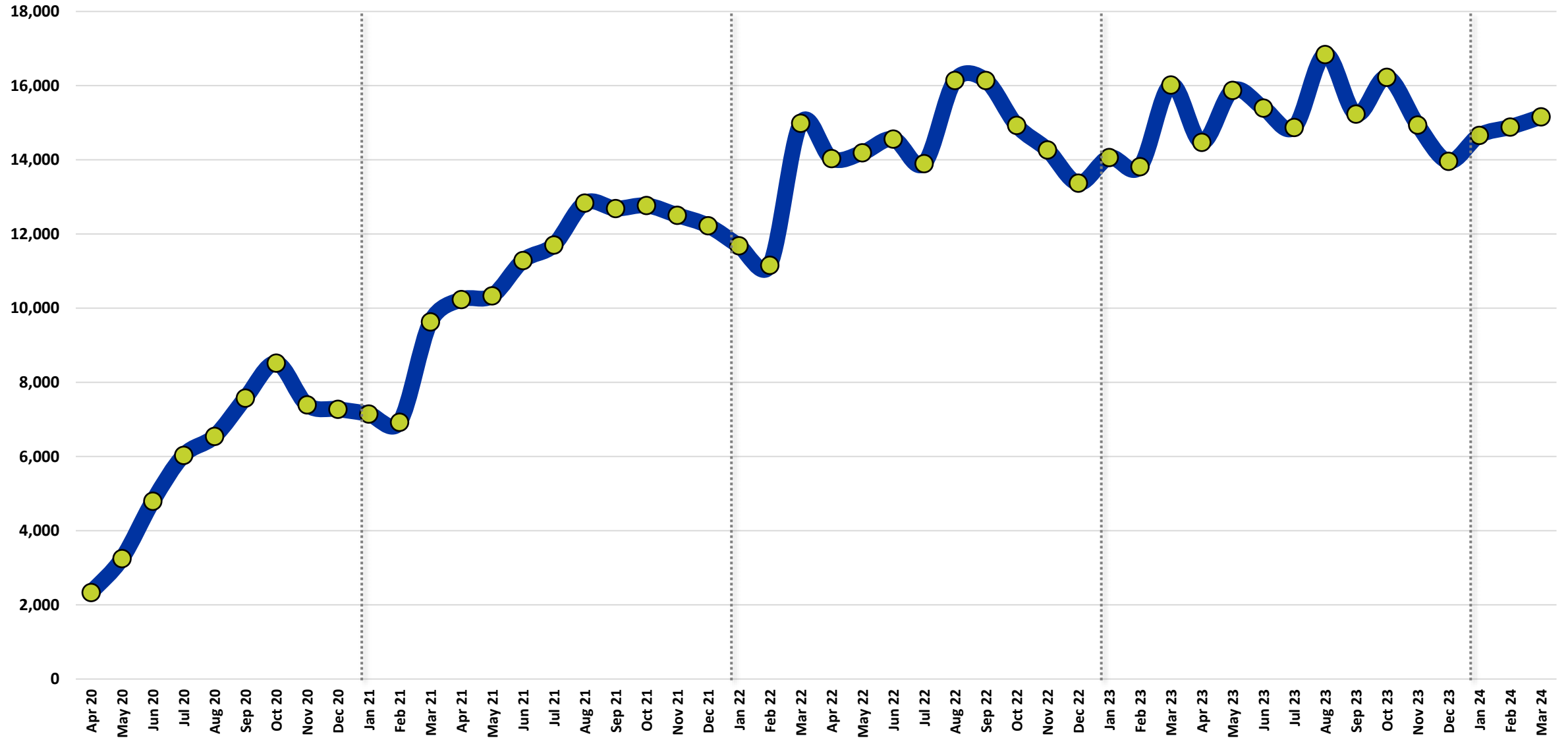
ACCESS Ridership

Total Access Ridership

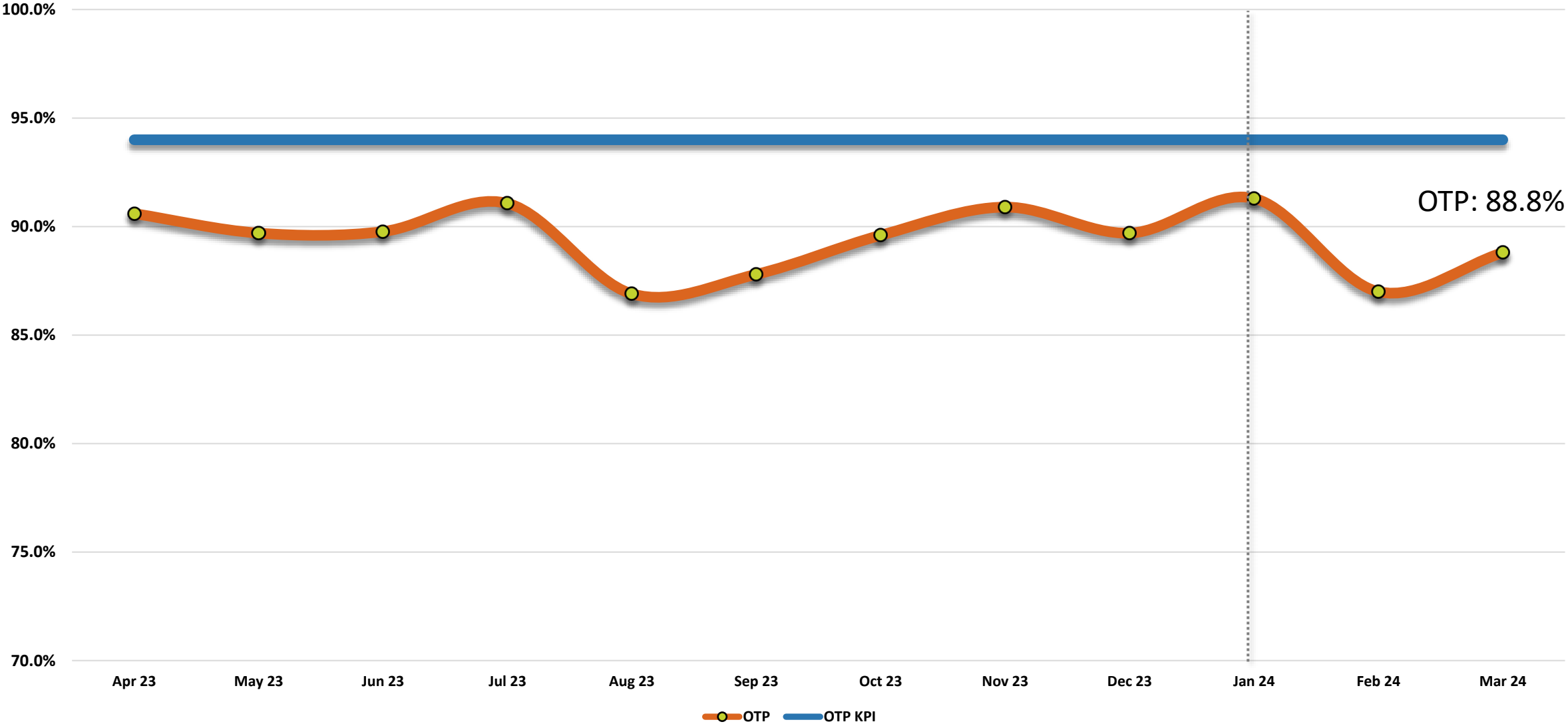


Mar 24	Mar 24 Ridership	Mar 24 Budget	Budget Variance	Mar 23 Ridership	Mar 23 - Mar 24 Variance
Total	15,160	17,138	-11.5%	16,017	-5.4%
Weekday	13,575			15,036	-9.7%
Saturday	810			484	67.4%
Sunday	775			497	55.9%
Total (YTD)	44,702	46,987	-4.9%	43,895	1.8%

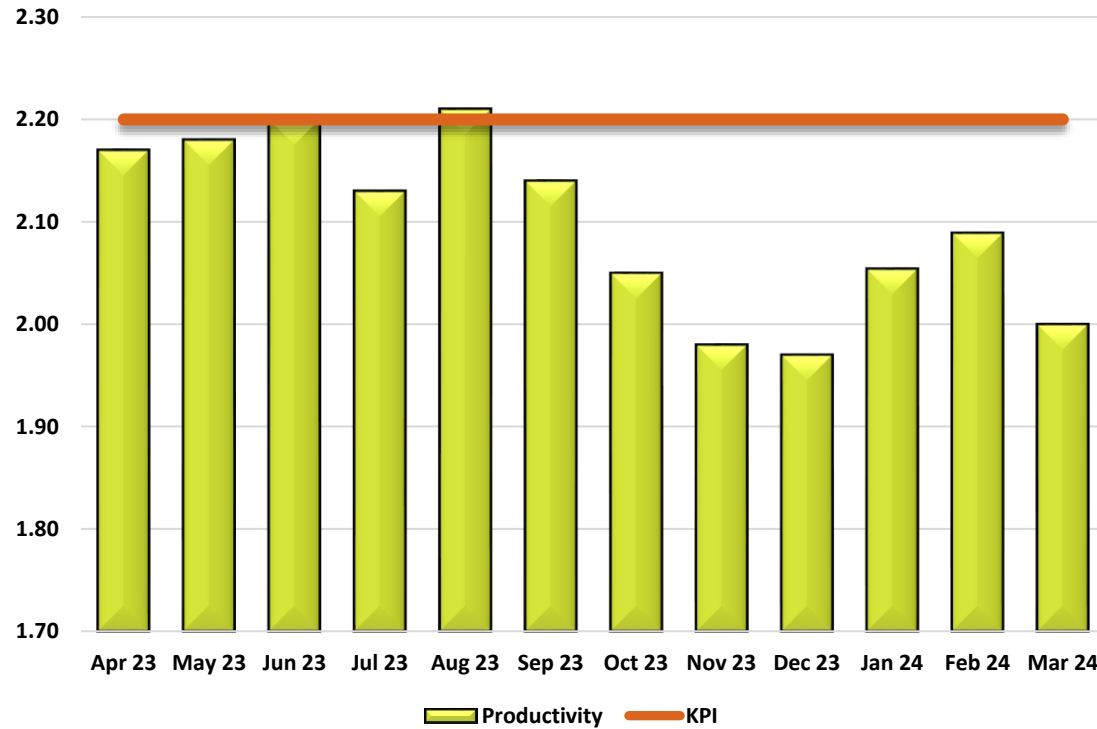
Total Access Ridership by Month



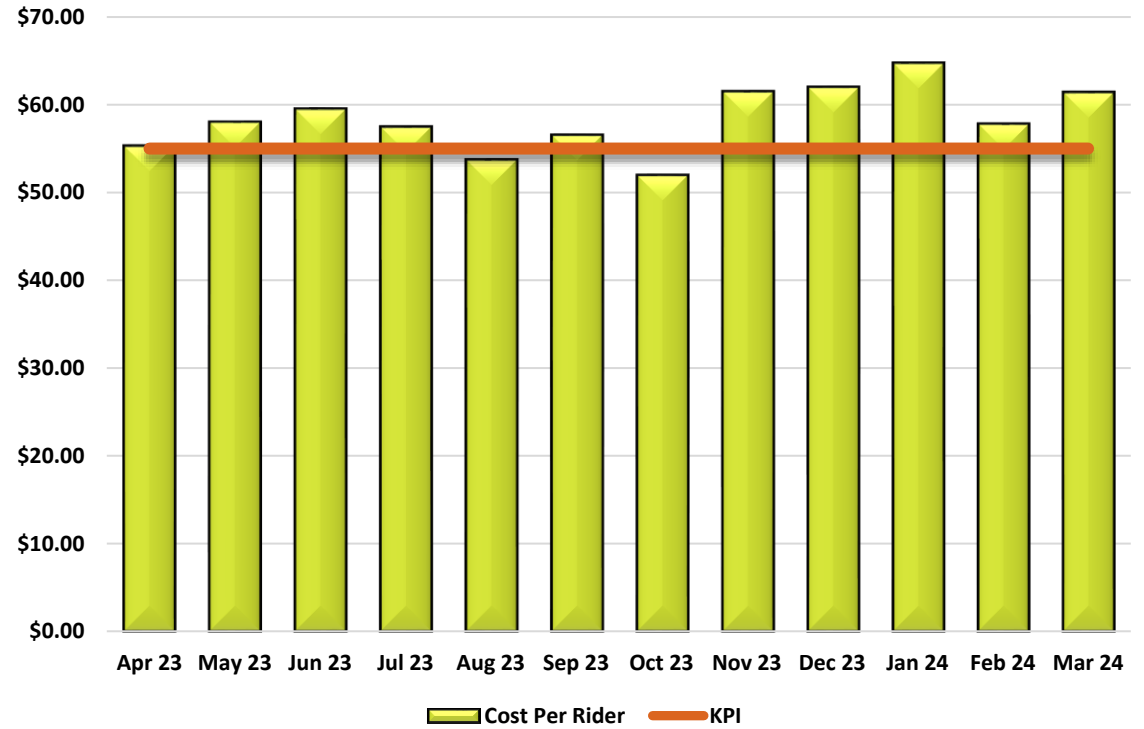
On-Time Performance - Access



Access Service - Productivity



Access Service - Cost Per Rider



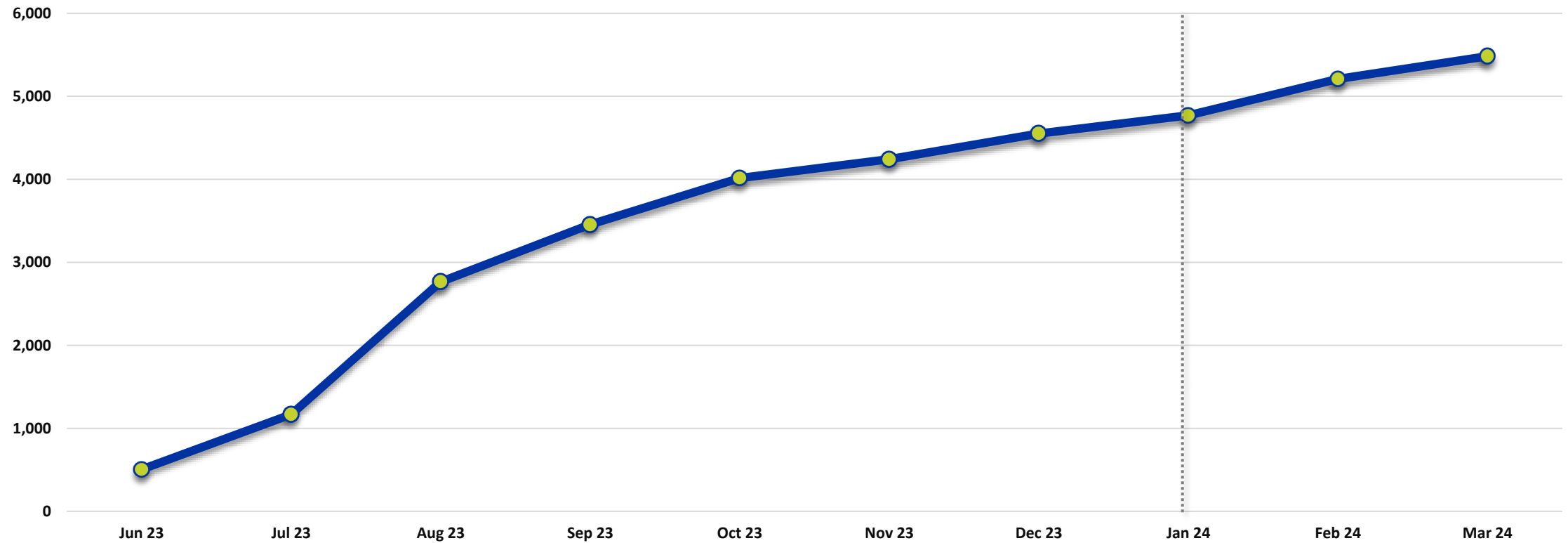
Mar 24	Mar 24 Actual	Mar 24 KPI	Variance
Cost Per Passenger	\$61.43	\$55.00	\$6.43
On-Time Performance	88.8%	94.0%	-5.2%
Passengers Per Hour	2.00	2.2	-0.20

*percentage points



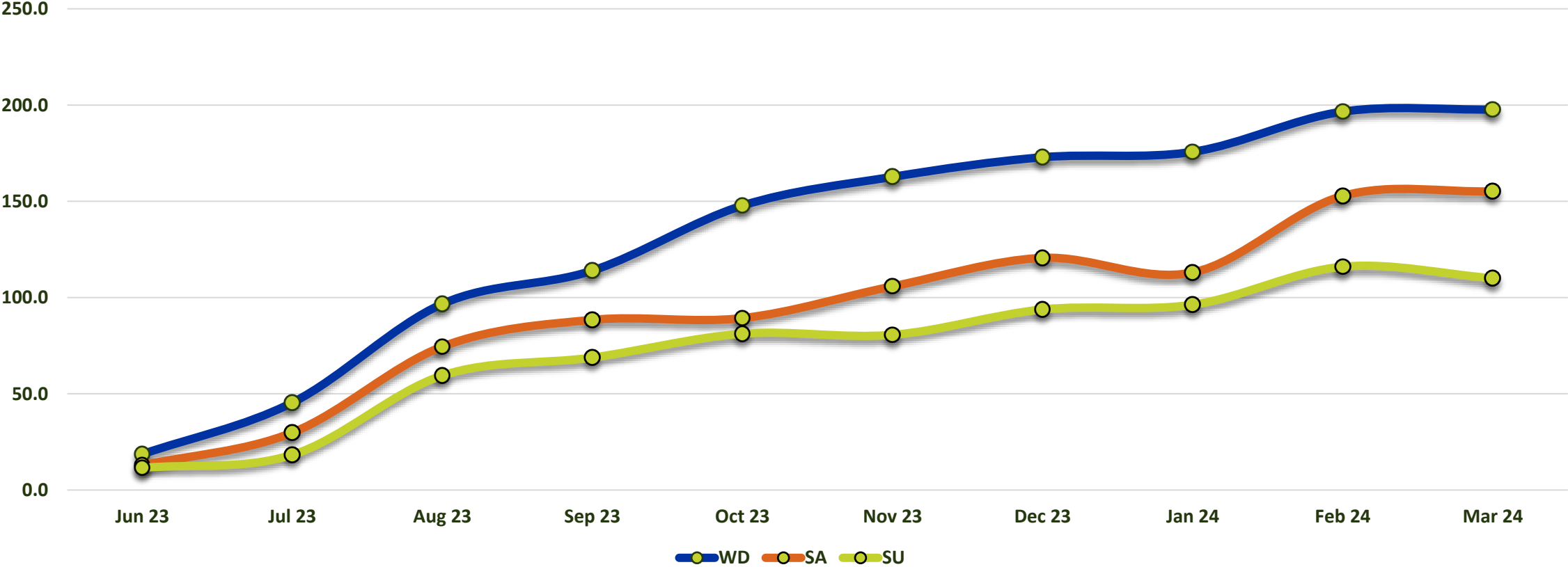
MetroNow

MetroNow Monthly Riders



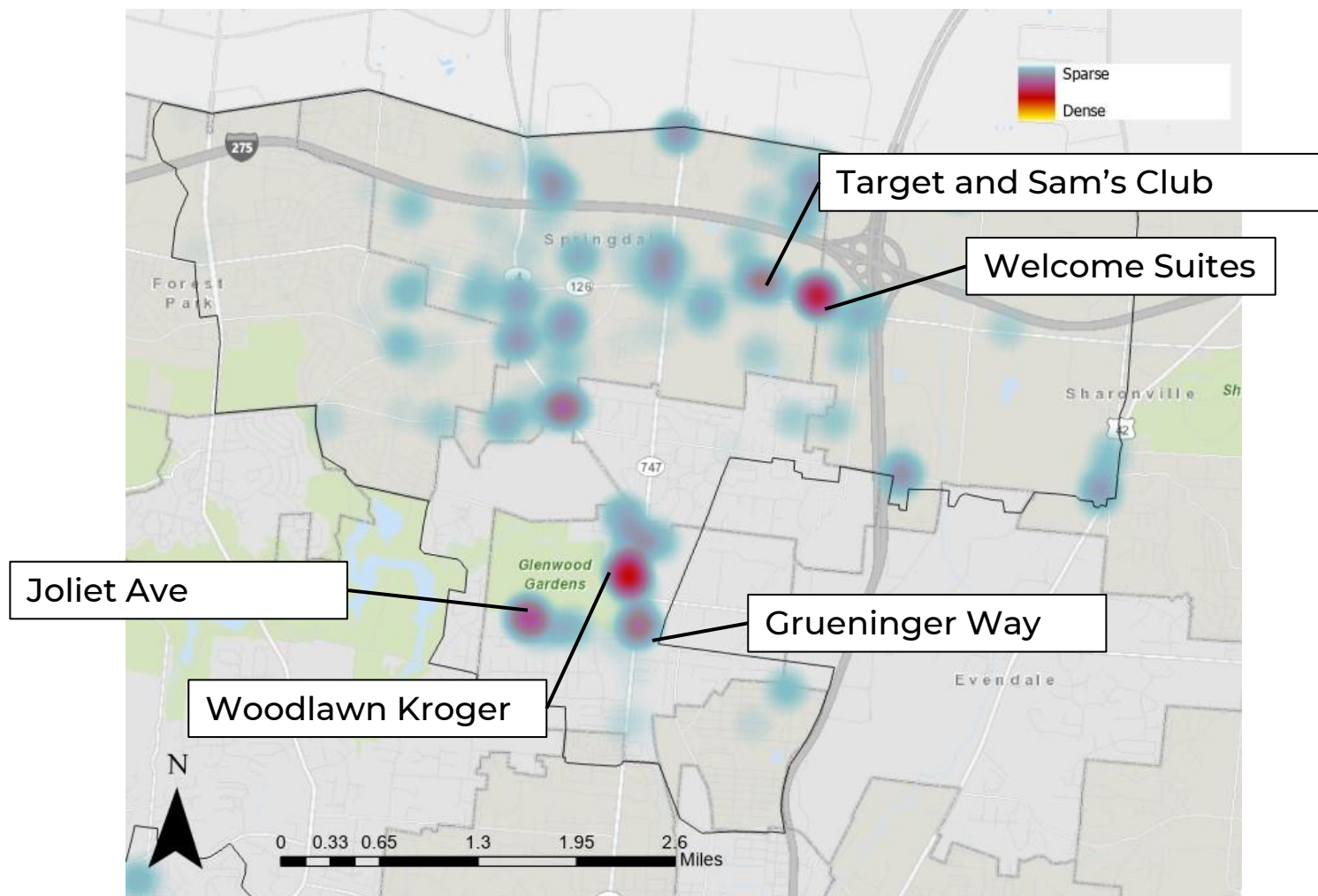
Mar 24	Mar 24 Actual
Monthly Riders	5,482
On-Time Performance (Pickup <5 min after scheduled)	99.5%

MetroNow Ridership by Day Type



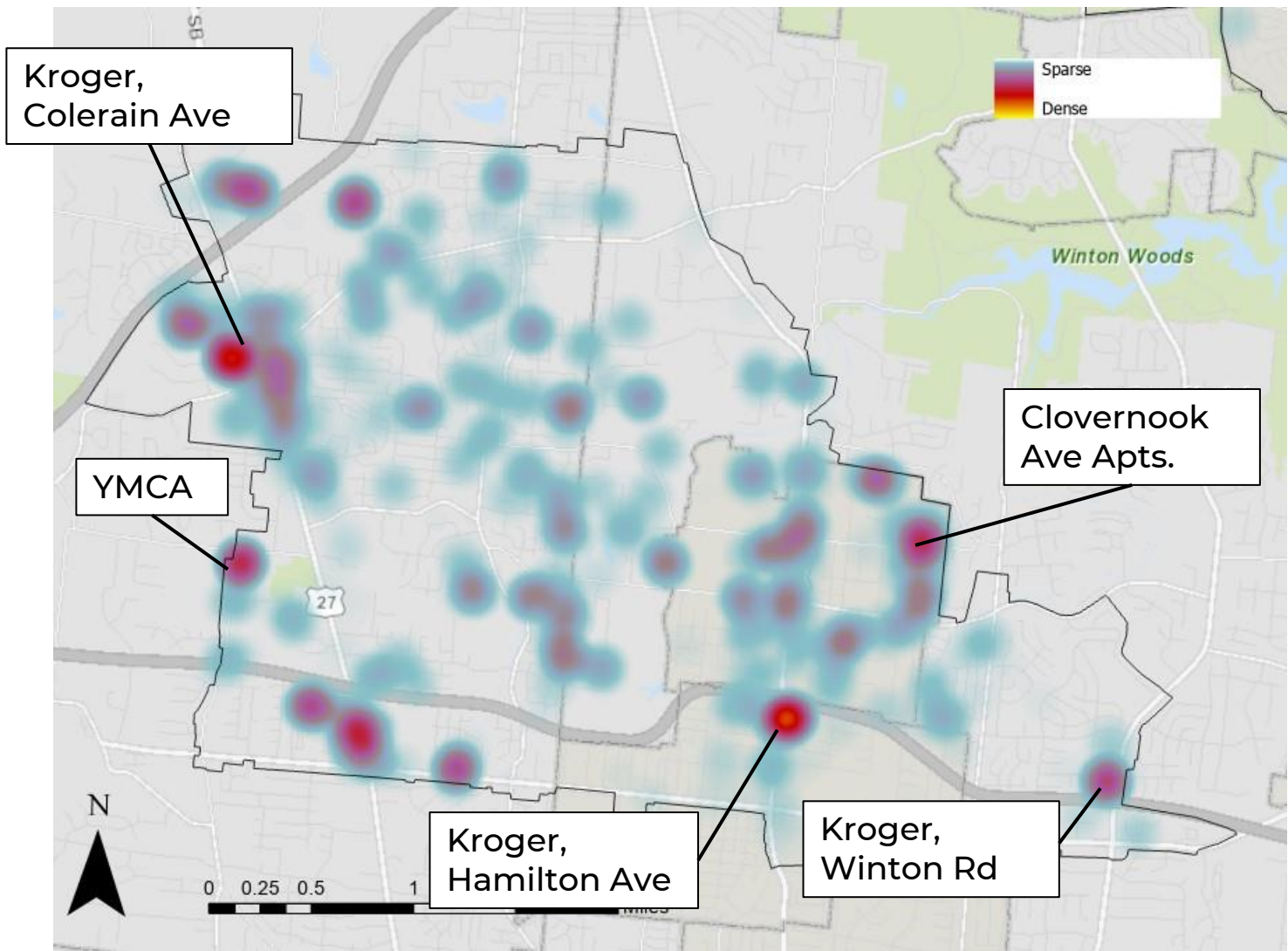
Mar 24	Mar 24 Actual
Weekday Avg	197.7
Saturday Avg	155.2
Sunday Avg	110.0

Springdale Top Destinations – March 2024



Rank	Destination	Count
1	Woodlawn Kroger	177
2	Welcome Suites Springdale	141
3	Joliet Ave.	125
4	Target and Sams Club	99
5	Grueninger Way	95

Northgate Top Destinations – March 2024

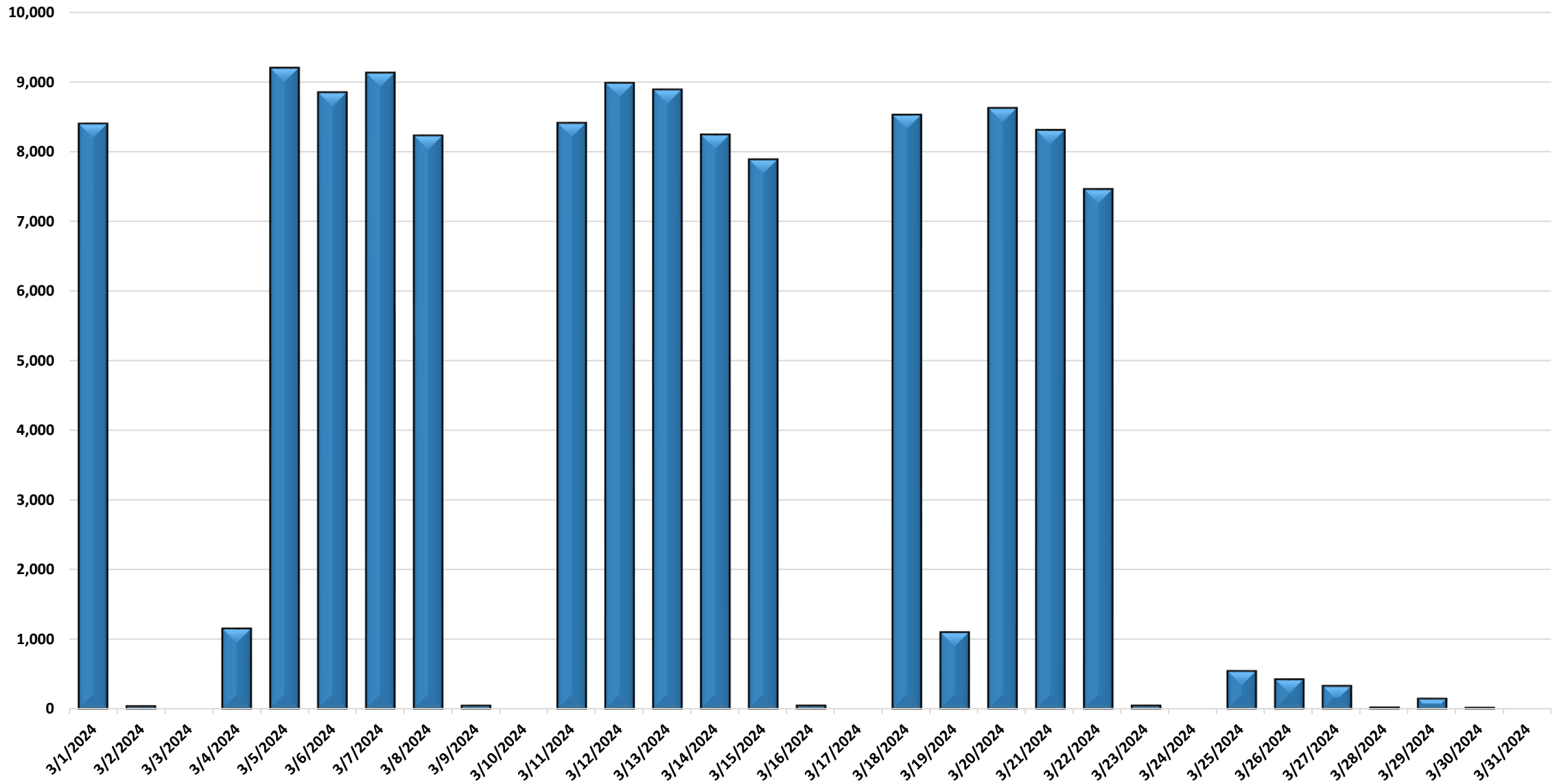


Rank	Destination	Count
1	Kroger, Hamilton Ave	251
2	Kroger, Colerain Ave	201
3	Mt. Healthy High School	118
4	Kroger, Winton Rd	121
5	Clovernook Ave Apts.	115

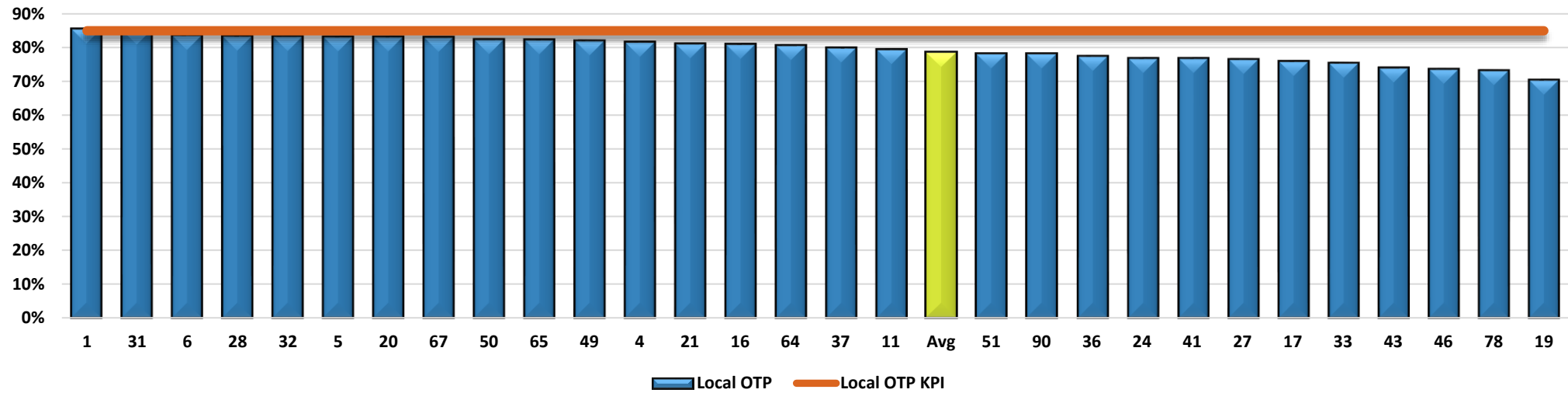


Route Level KPIs

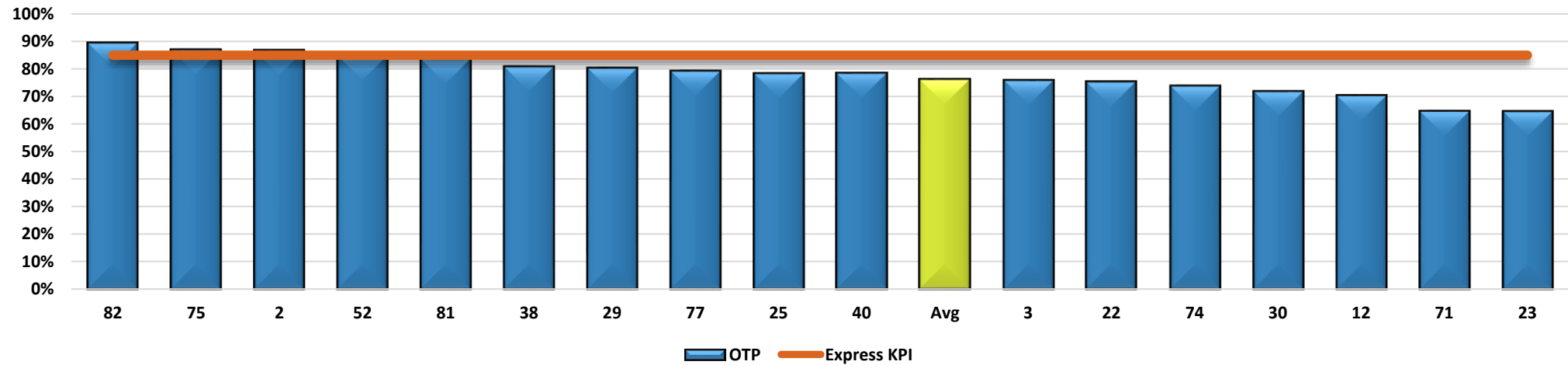
CPS Ridership



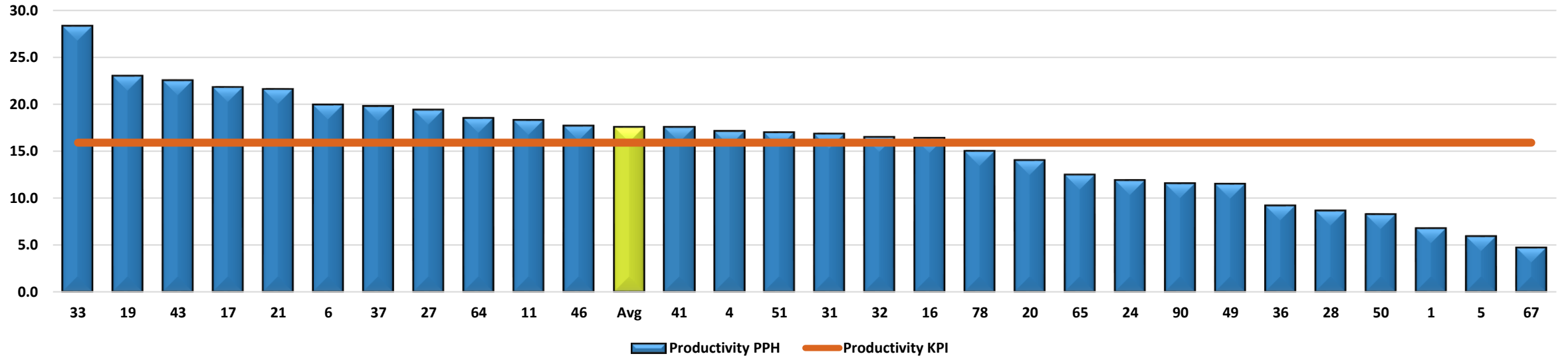
Local OTP



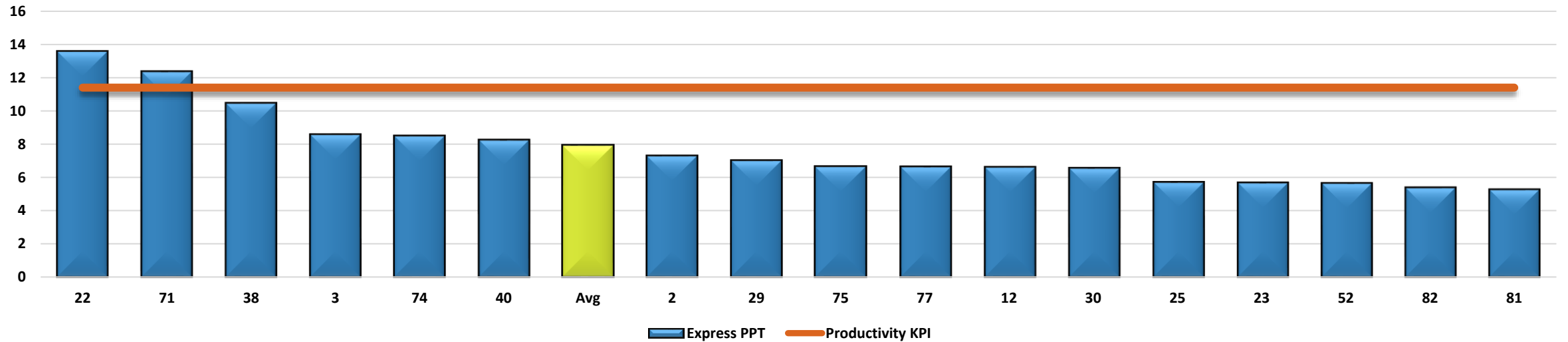
Express OTP



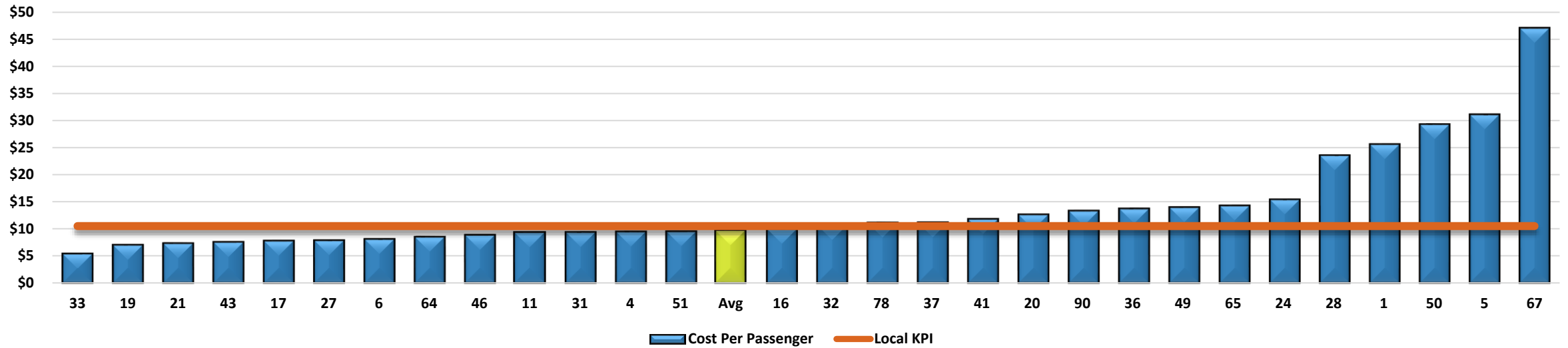
Productivity - Local



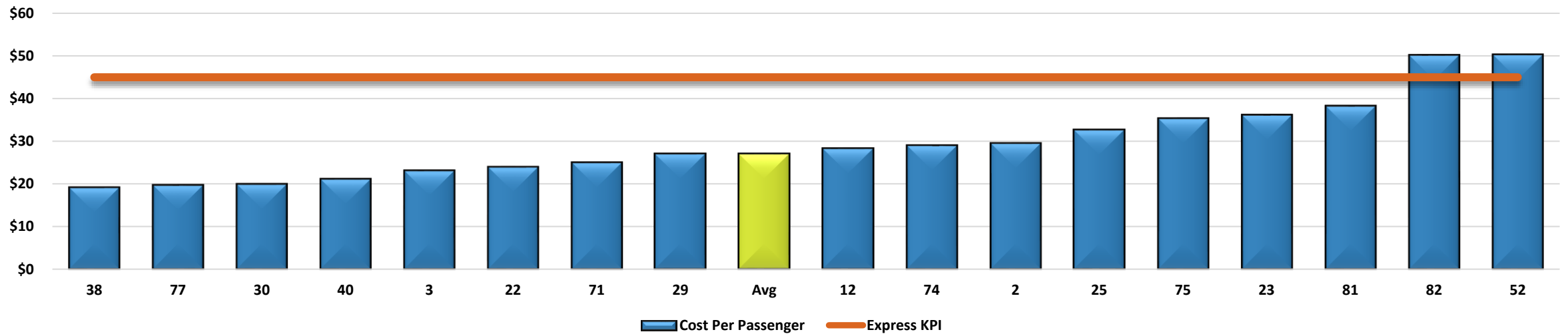
Productivity Express



Local CPP



Express CPP



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

