



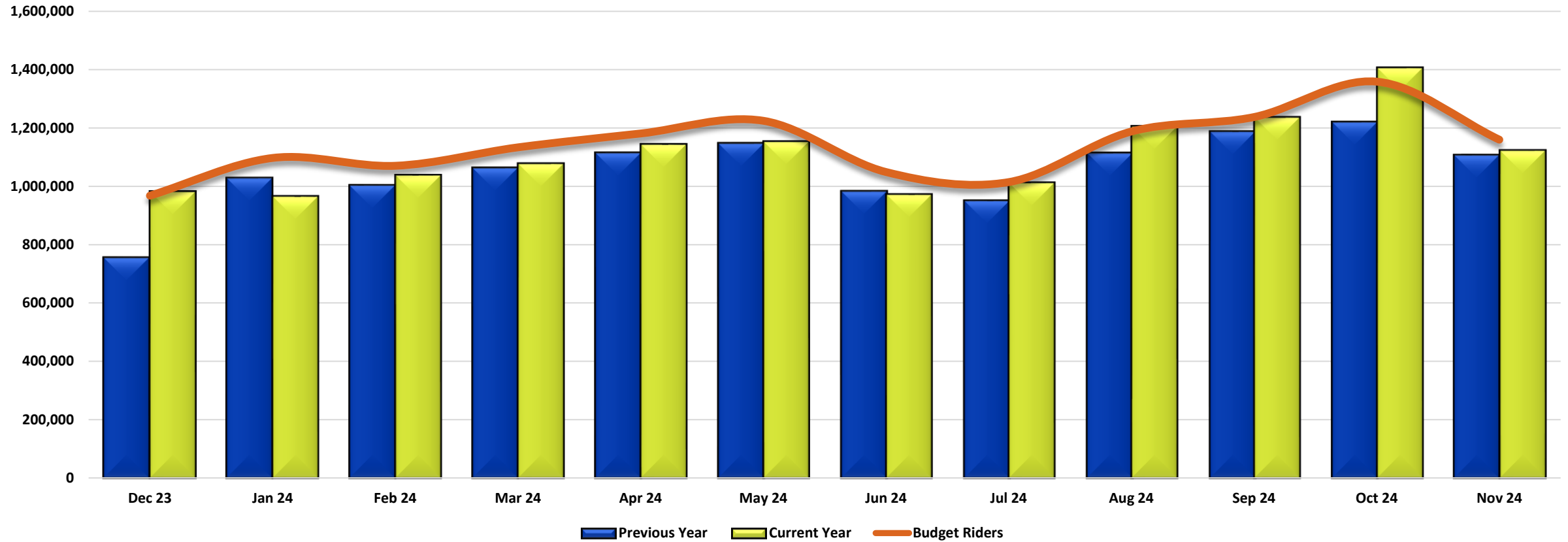
# November 2024 Ridership Report

December 17, 2024 | SPDI



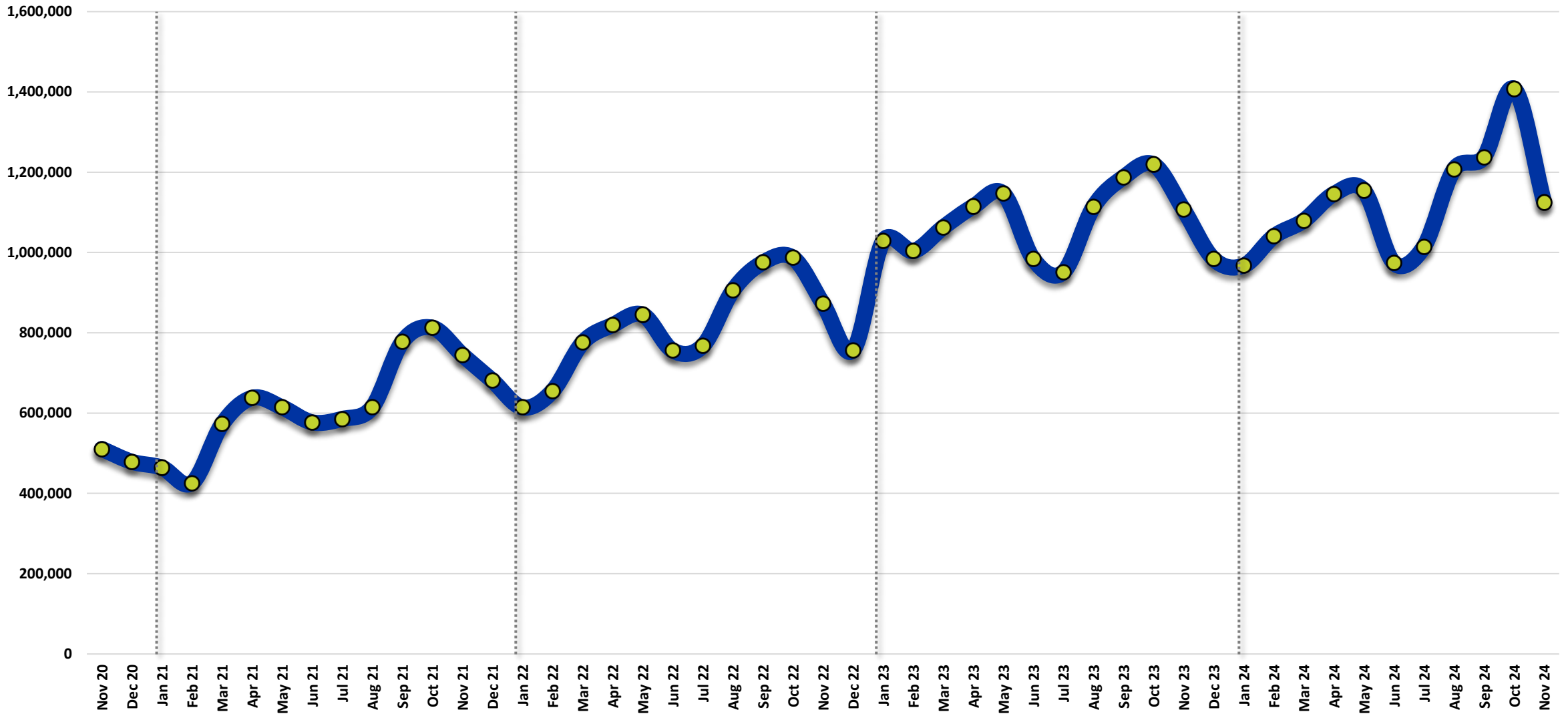
# Fixed Route Ridership

Total Fixed Route Ridership YoY & Budget by Month

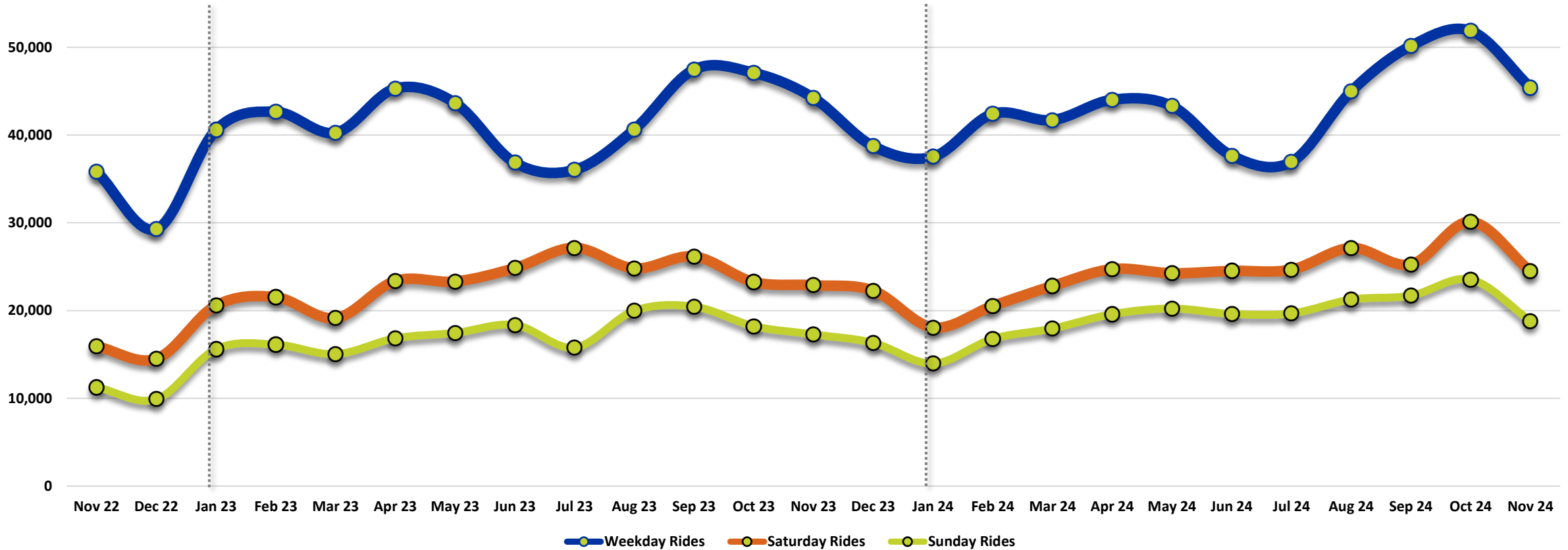


| Service     | Nov 24     |            |                 |                   | Nov 23     |                    |                      |
|-------------|------------|------------|-----------------|-------------------|------------|--------------------|----------------------|
|             | Ridership  | Budget     | Budget Variance | % Budget Variance | Ridership  | Past Year Variance | Past Year % Variance |
| Local       | 1,098,604  | 1,129,525  | -30,921         | -2.7%             | 1,080,520  | 18,084             | 1.7%                 |
| Express     | 26,037     | 30,443     | -4,406          | -14.5%            | 26,251     | -214               | -0.8%                |
| Totals      | 1,124,641  | 1,159,968  | -35,327         | -3.0%             | 1,106,771  | 17,870             | 1.6%                 |
| Total (YTD) | 12,353,519 | 12,715,038 | -361,519        | -2.8%             | 11,918,274 | 435,245            | 3.7%                 |

Total Fixed Route Ridership by Month

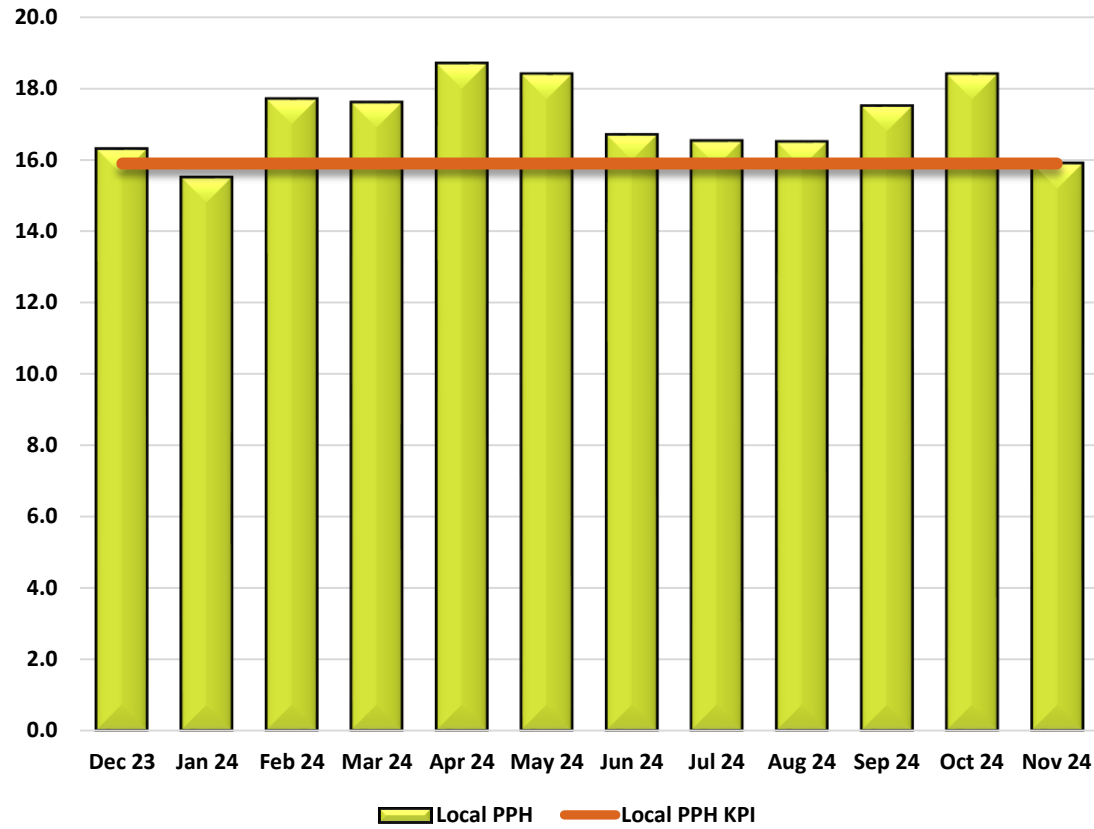


Average Daily Ridership (WD, SA, SU)

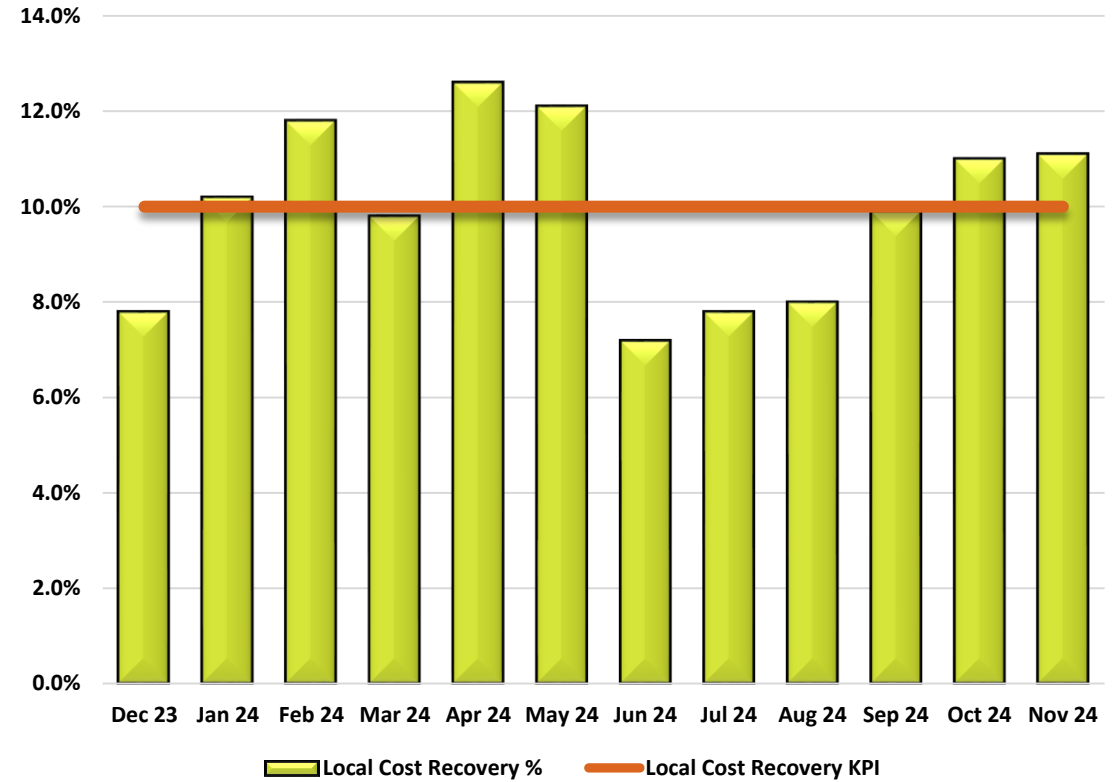


| Service  | Nov 24 Avg Daily | Nov 24 Avg Daily Budget | Budget % Variance | Nov 23 Avg Daily | Nov 23 - Nov 24 % Variance |
|----------|------------------|-------------------------|-------------------|------------------|----------------------------|
| WEEKDAY  | 45,413           | 48,317                  | -6.0%             | 44,229           | 2.7%                       |
| SATURDAY | 24,475           | 20,906                  | 17.1%             | 22,889           | 6.9%                       |
| SUNDAY   | 18,823           | 17,820                  | 5.6%              | 17,283           | 8.9%                       |

### Local Service Productivity (Last 12 Months)



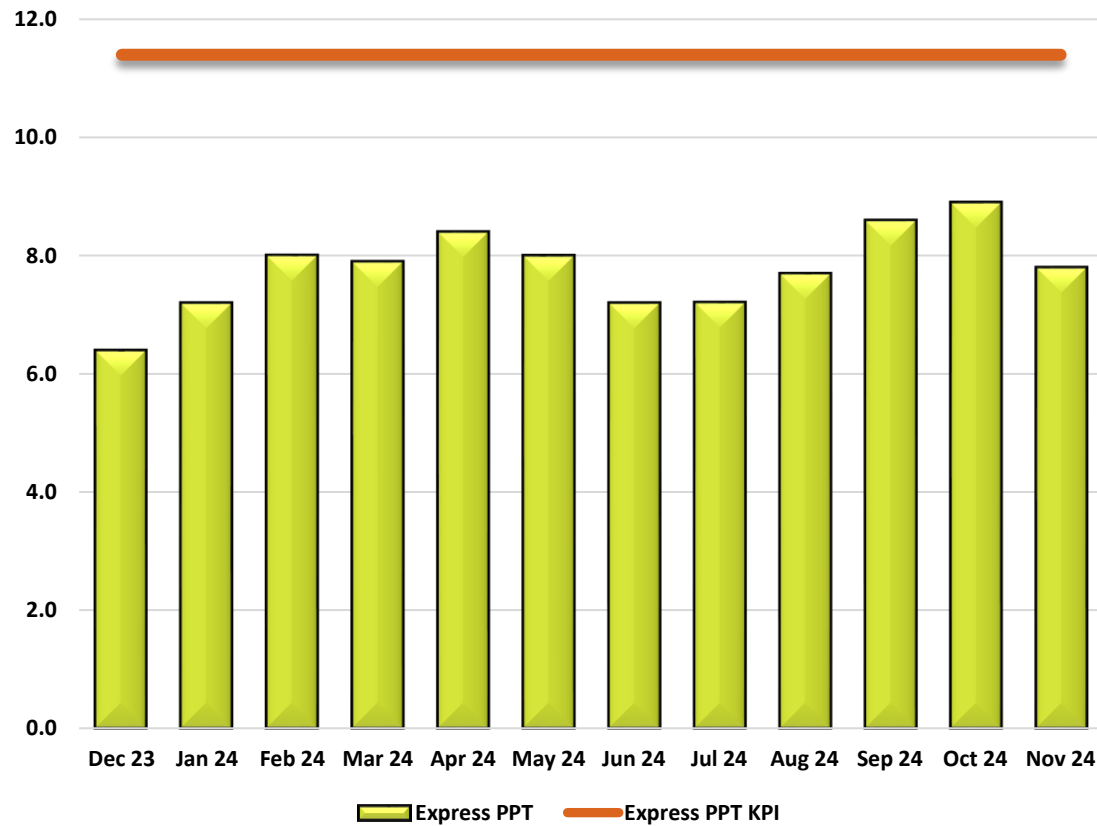
### Local Service Cost Recovery & (Last 12 Months)



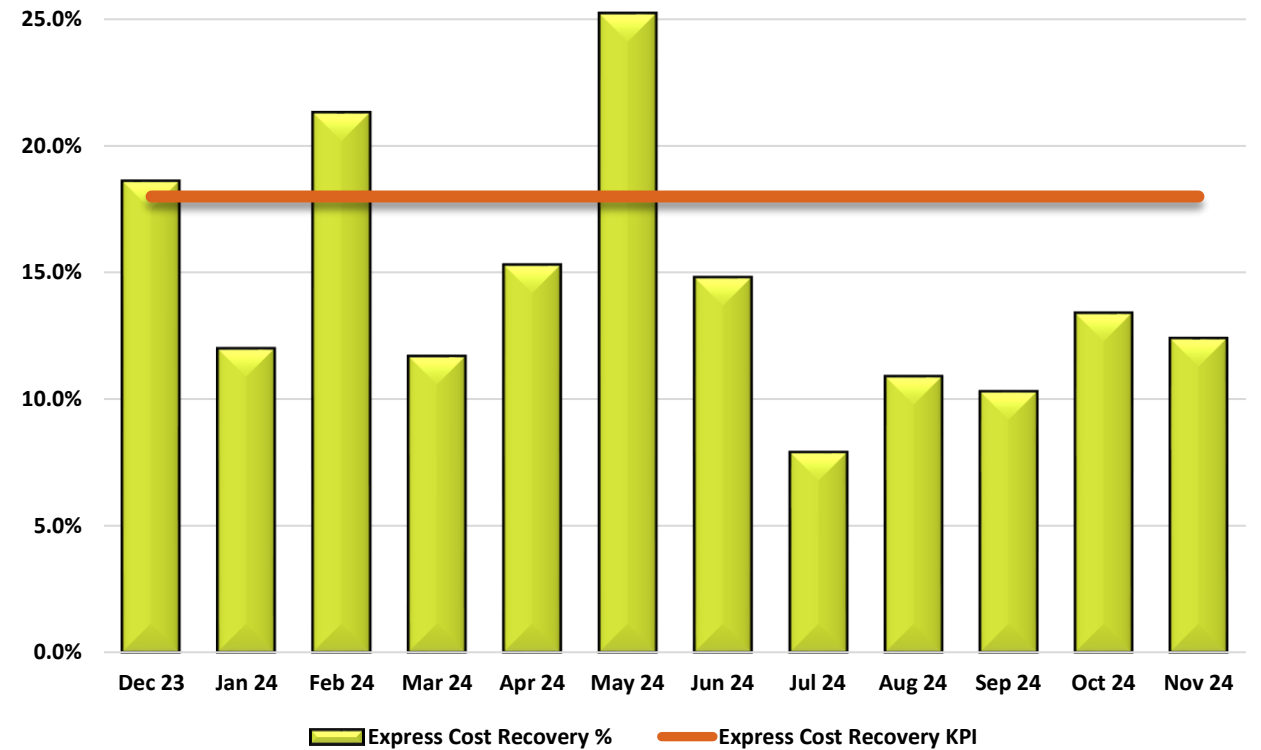
| Local Service       | Nov 24 Actual KPI | Nov 24 Budget KPI | Variance |
|---------------------|-------------------|-------------------|----------|
| Passengers Per Hour | 15.9              | 15.9              | 0.0      |
| Cost Recovery       | 11.1%             | 10.0%             | 1.1%     |

\*percentage points

### Express Service Productivity (Last 12 Months)



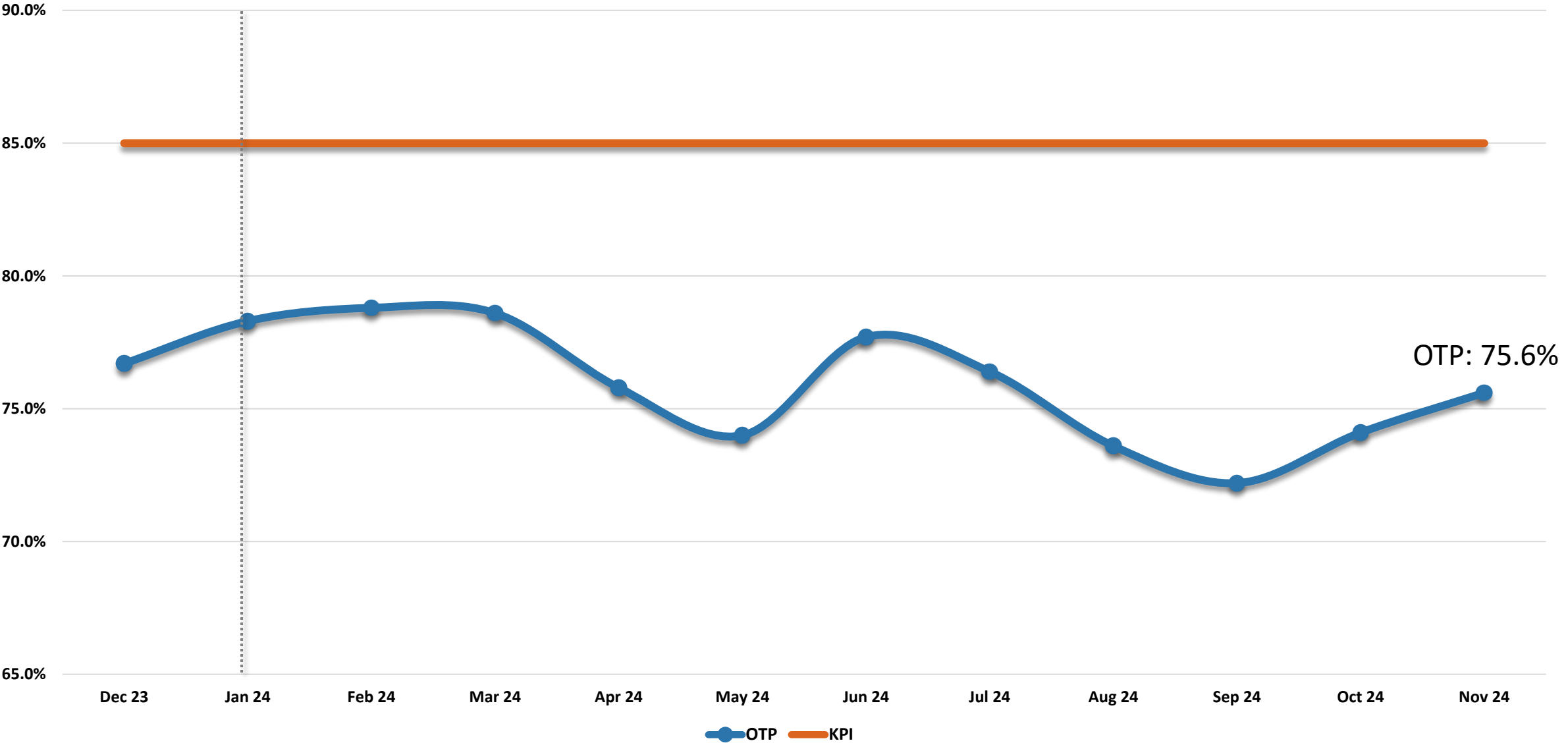
### Express Service Cost Recovery % (Last 12 Month)



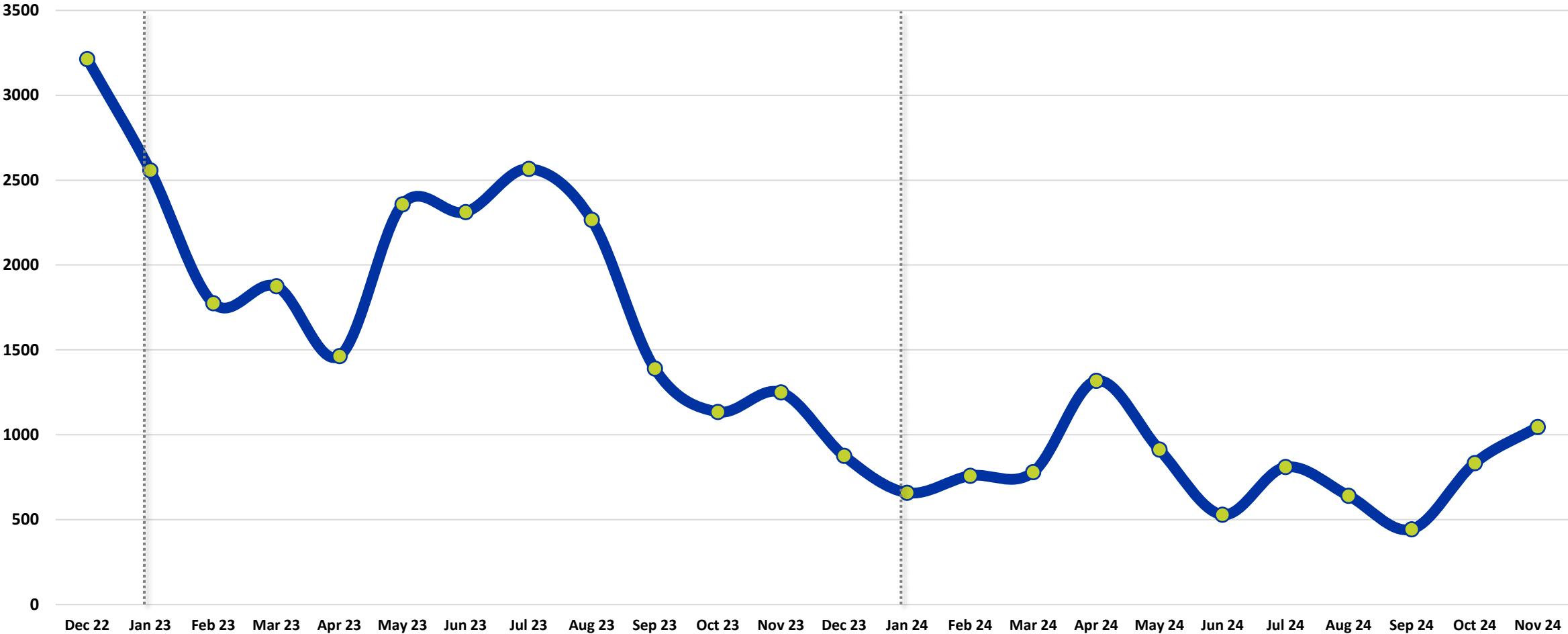
| Express Service     | Nov 24 Actual KPI | Nov 24 Budget KPI | Variance |
|---------------------|-------------------|-------------------|----------|
| Passengers Per Trip | 7.8               | 11.4              | -3.6     |
| Cost Recovery       | 12.4%             | 18.0%             | -5.6%    |

*\*percentage points*

Overall On-Time Performance (Last 12 Months)

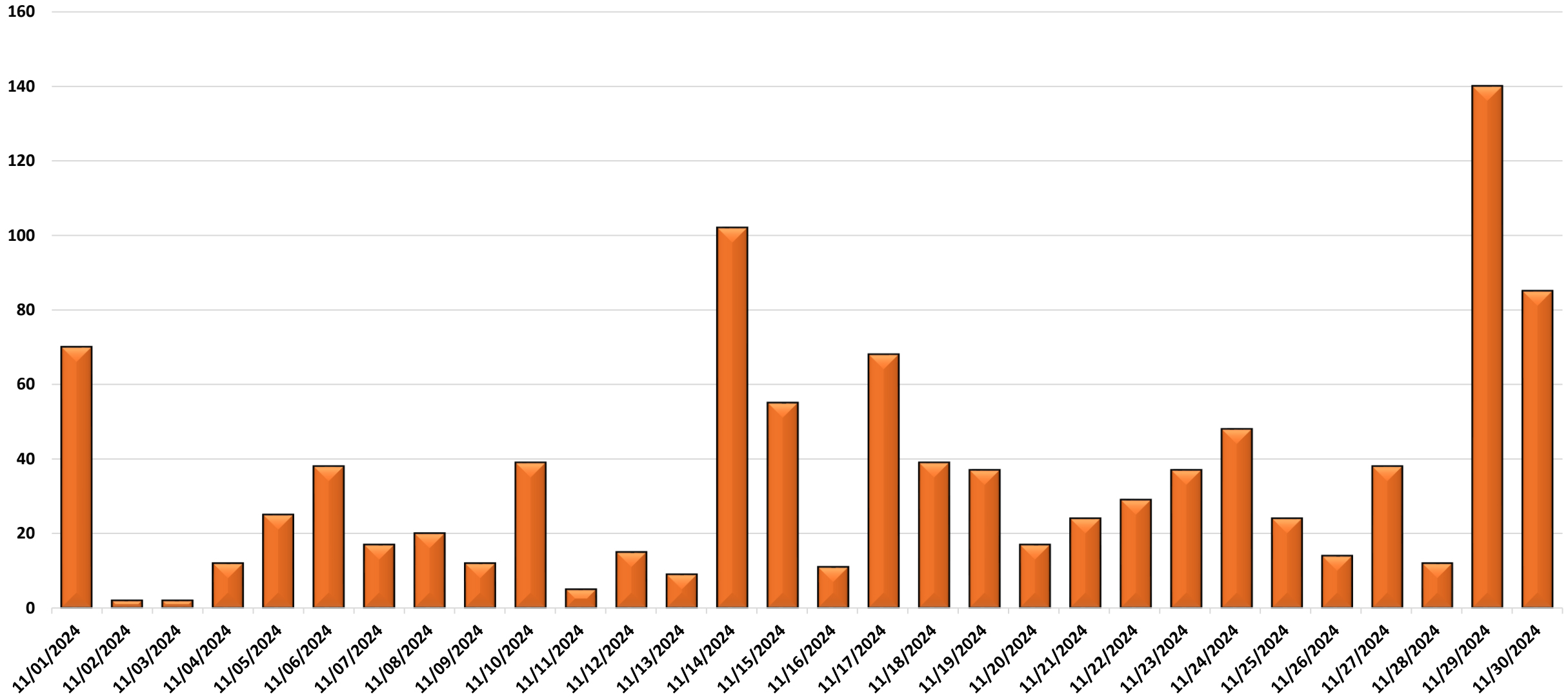


Fixed-Route Missed Trips by Month

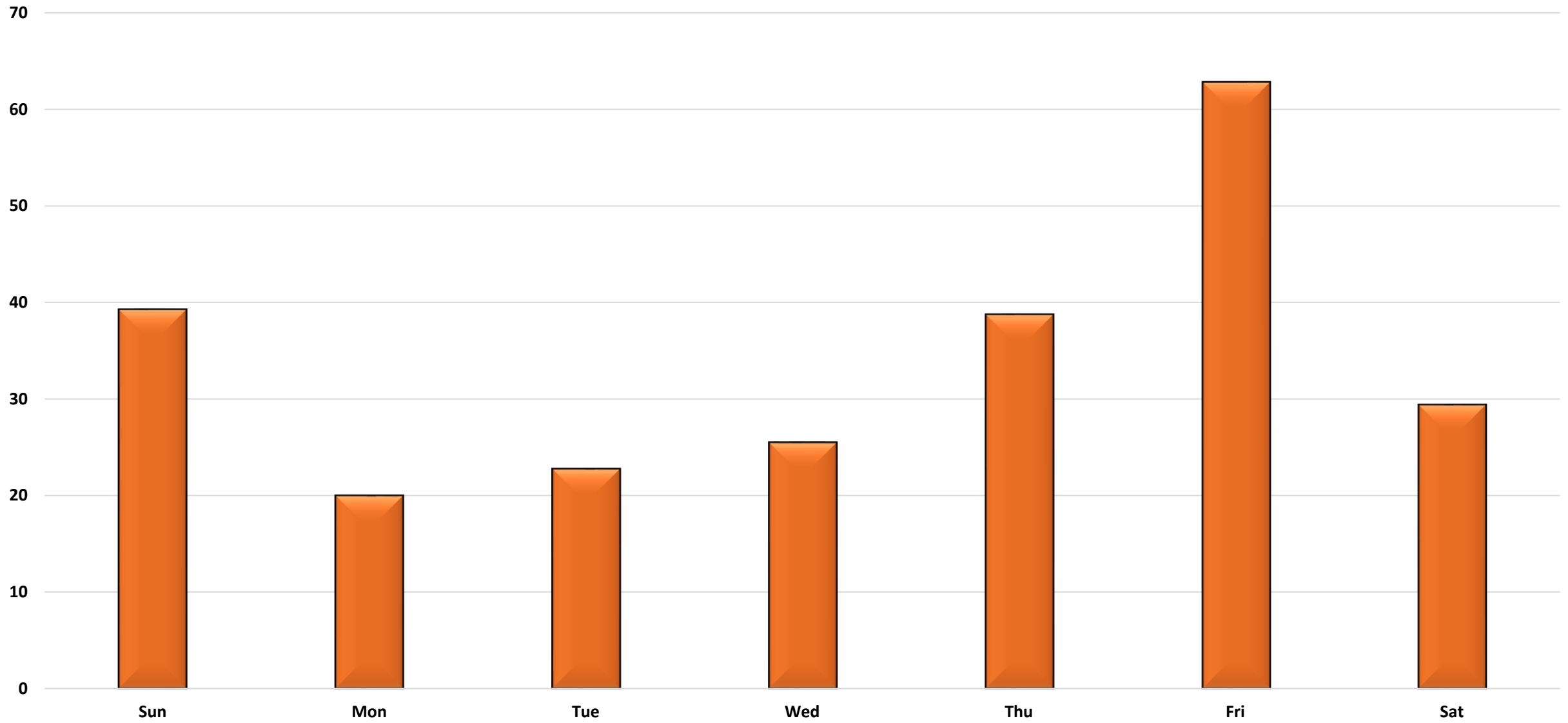


|         | Missed Trips | Total Trips Scheduled | % of Trips Operated | Monthly KPI | End of Year KPI |
|---------|--------------|-----------------------|---------------------|-------------|-----------------|
| Sept 24 | 1,046        | 69,825                | 99.9                | 99.4%       | 99.6%           |

Missed Trips by Day



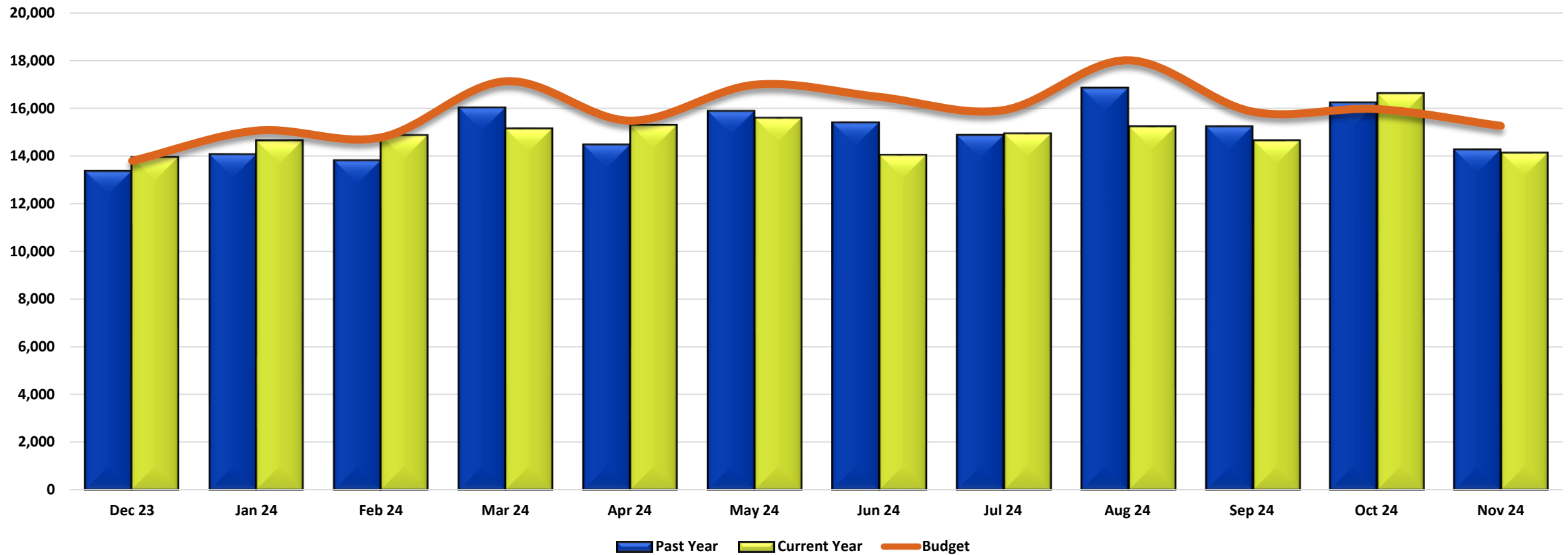
Avg Missed Trips by Day of Week





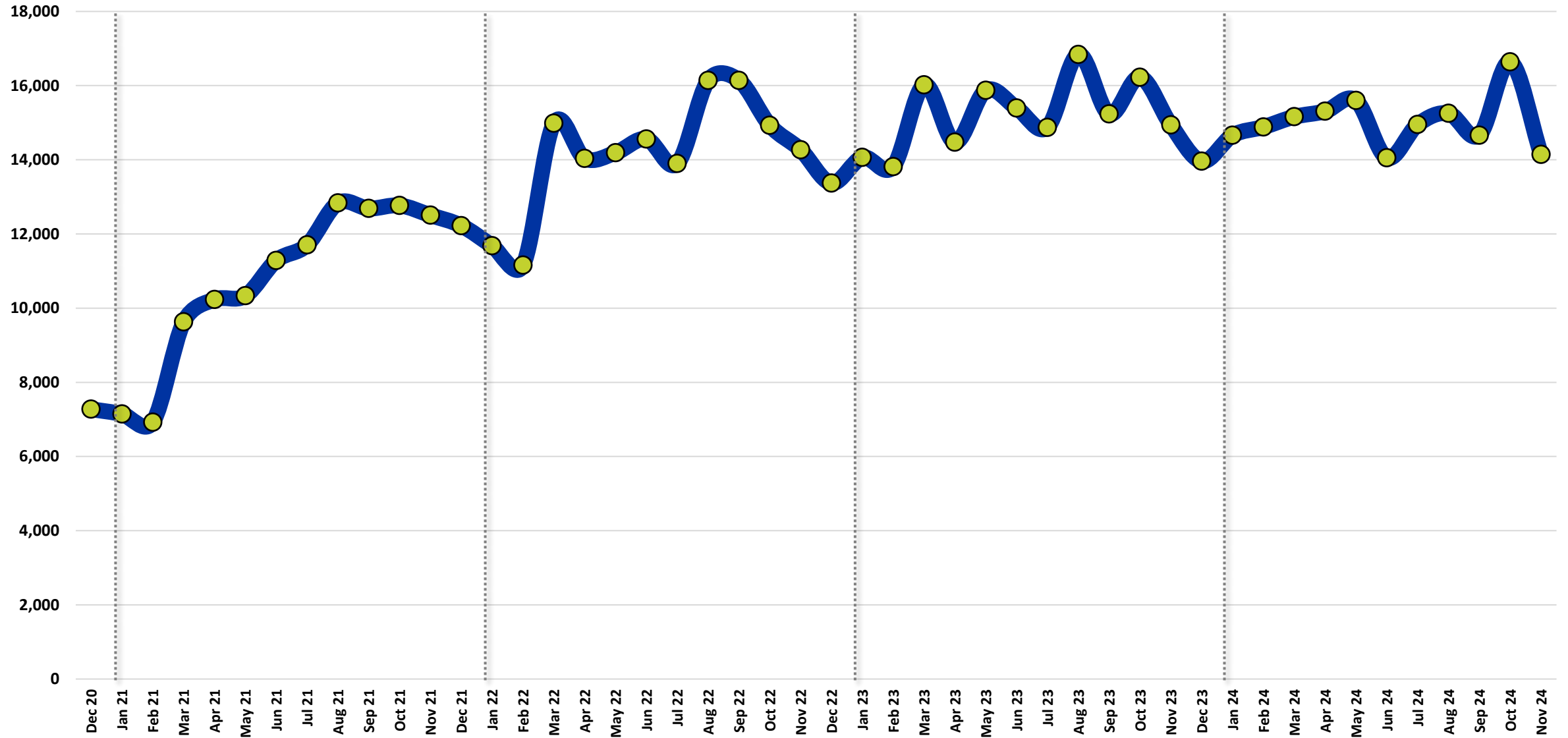
# ACCESS Ridership

## Total Access Ridership

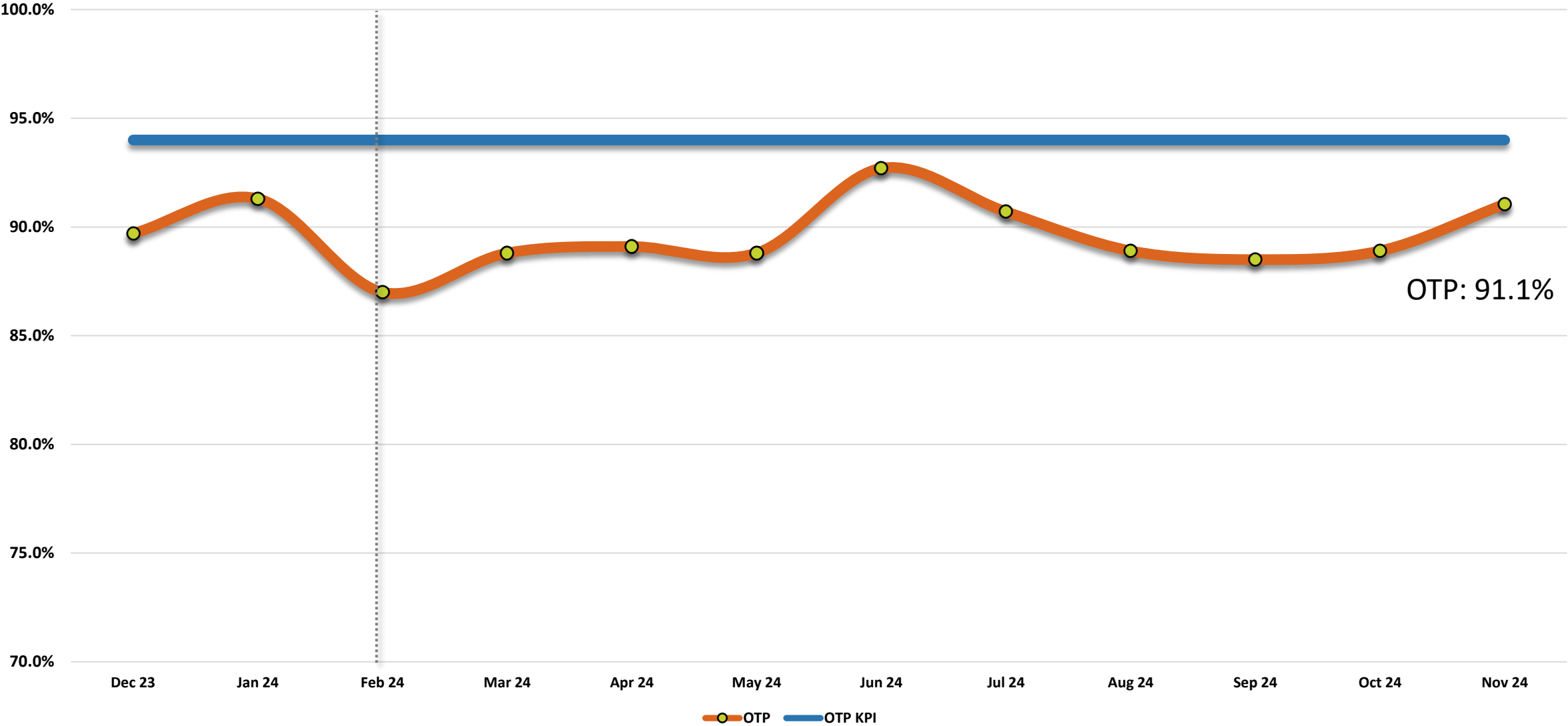


| Nov 24      | Nov 24 Ridership | Nov 24 Budget | Budget Variance | Nov 23 Ridership | Nov 23 - Nov 24 Variance |
|-------------|------------------|---------------|-----------------|------------------|--------------------------|
| Total       | 14,145           | 15,267        | -7.3%           | 14,938           | -5.3%                    |
| Weekday     | 12,590           |               |                 | 13,656           | -7.8%                    |
| Saturday    | 784              |               |                 | 584              | 34.2%                    |
| Sunday      | 771              |               |                 | 698              | 10.5%                    |
| Total (YTD) | 165,312          | 177,002       | -6.6%           | 167,751          | -1.5%                    |

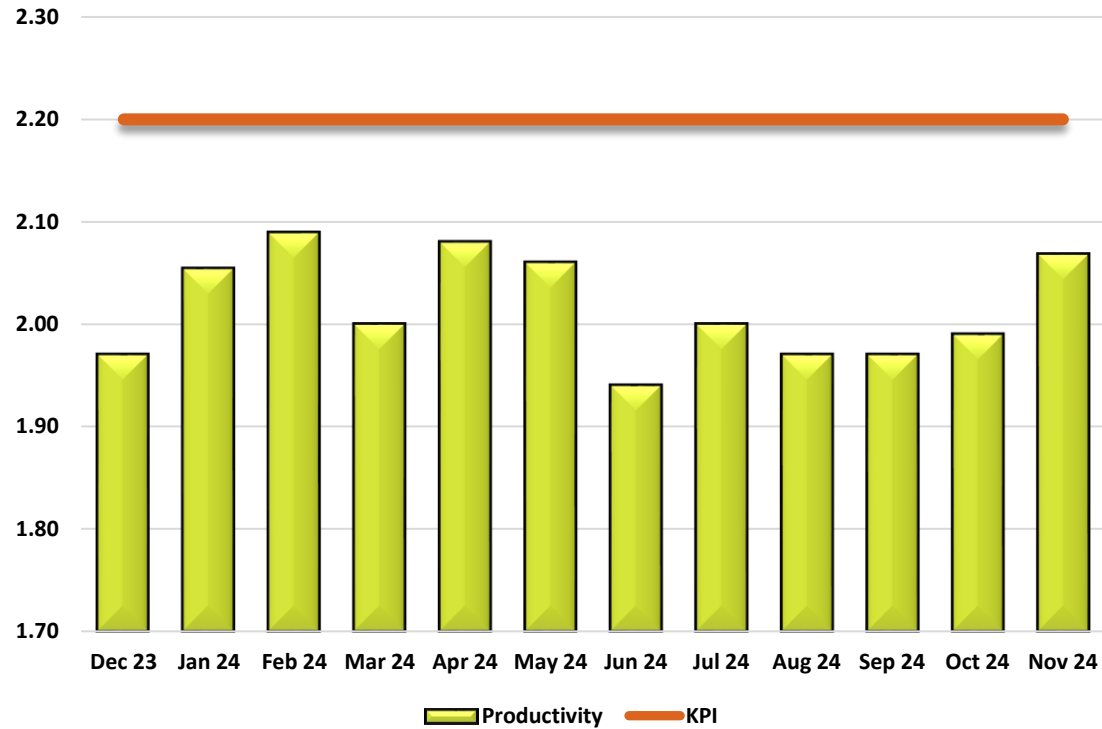
Total Access Ridership by Month



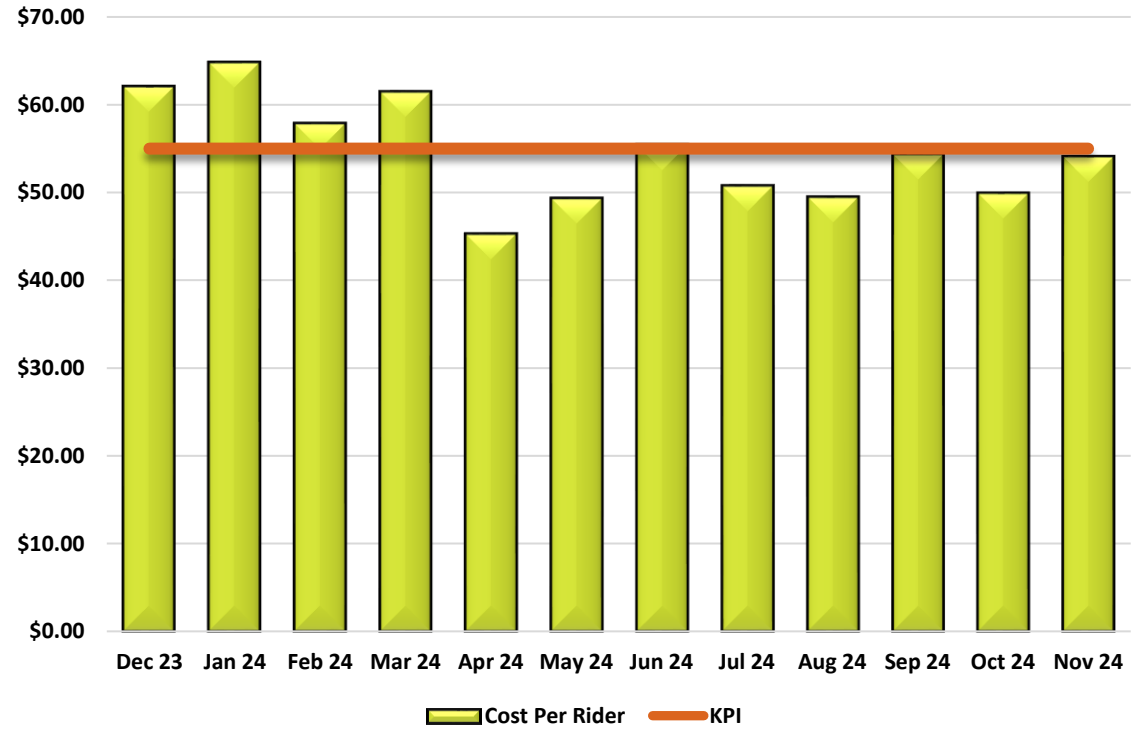
On-Time Performance - Access



### Access Service - Productivity



### Access Service - Cost Per Rider



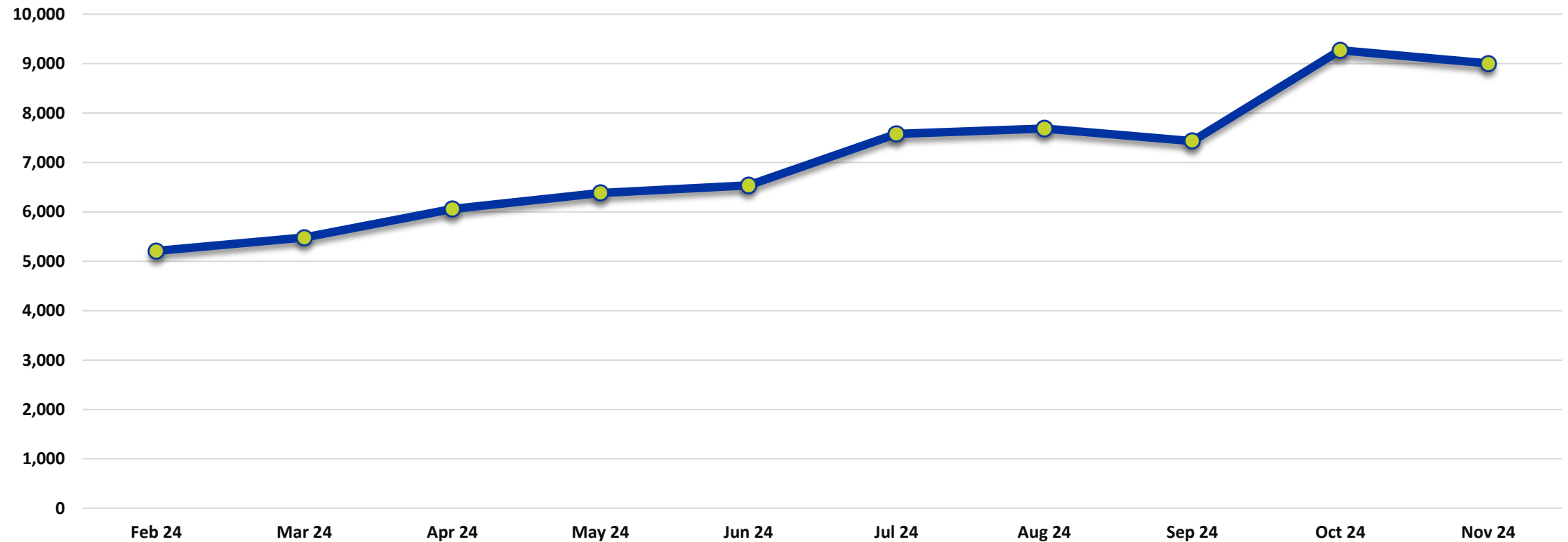
| Nov 24              | Nov 24 Actual | Nov 24 KPI | Variance |
|---------------------|---------------|------------|----------|
| Cost Per Passenger  | \$54.05       | \$55.00    | -\$0.95  |
| On-Time Performance | 91.1%         | 94.0%      | -3.0%    |
| Passengers Per Hour | 2.07          | 2.2        | -0.13    |

*\*percentage points*



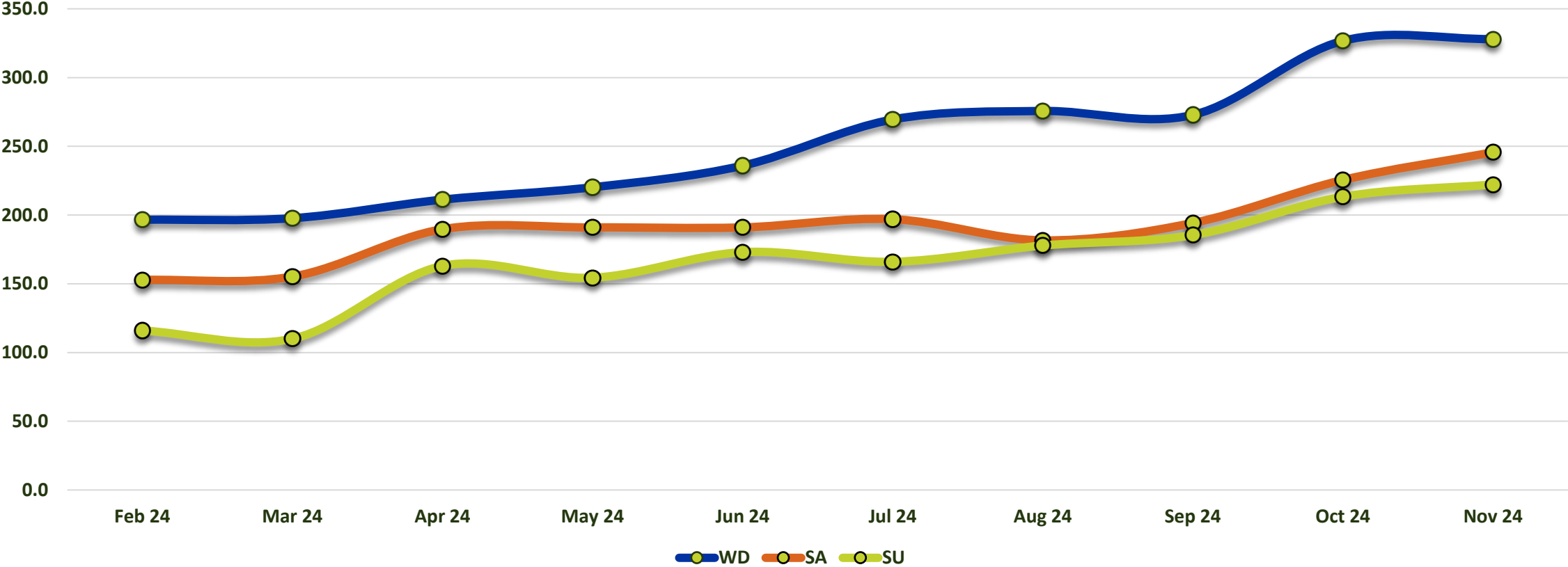
MetroNow!

MetroNow Monthly Riders



| Nov 24                                                    | Nov 24 Actual |
|-----------------------------------------------------------|---------------|
| Monthly Riders                                            | 9,006         |
| On-Time Performance<br>(Pickup <5 min after<br>scheduled) | 98.1%         |

MetroNow Ridership by Day Type

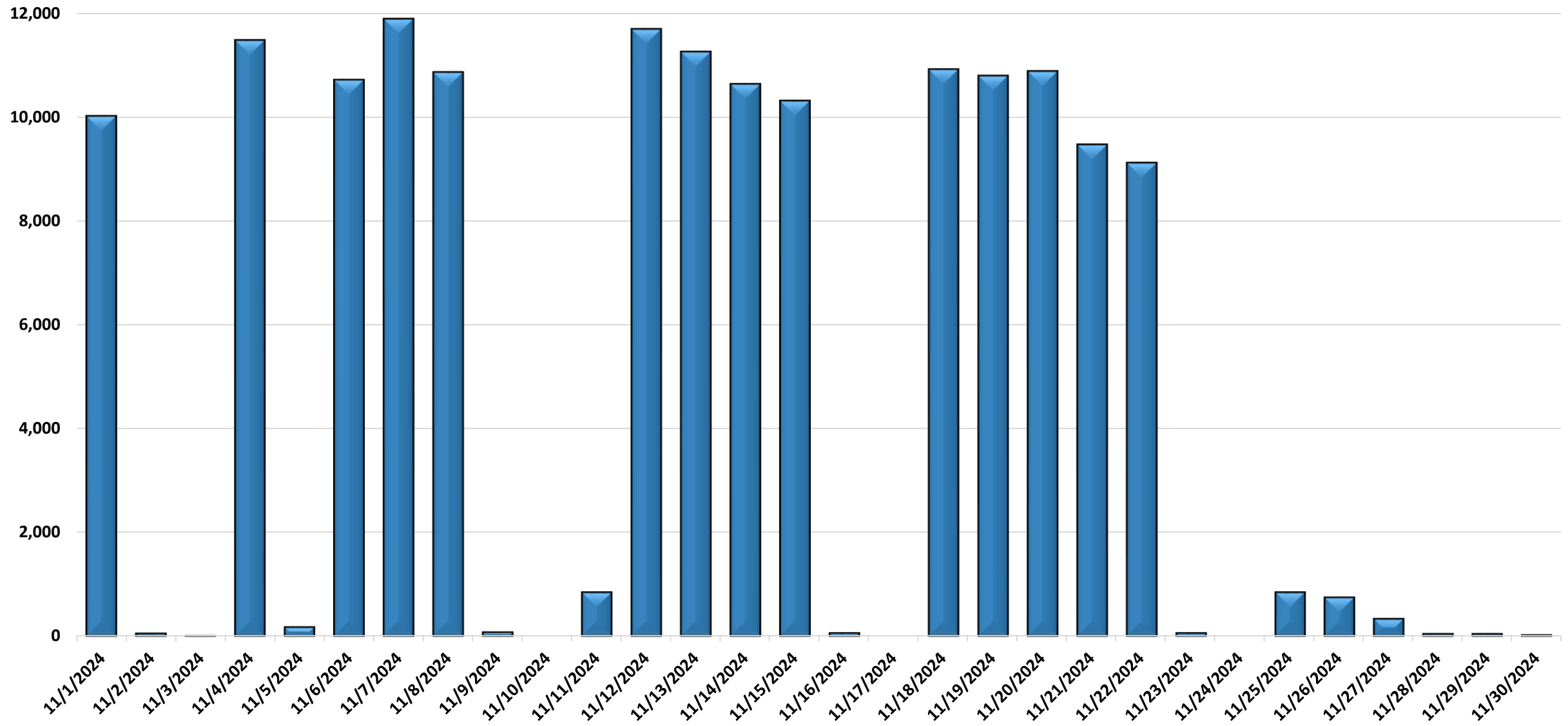


| Nov 2024     | Nov 24 Actual |
|--------------|---------------|
| Weekday Avg  | 328.0         |
| Saturday Avg | 245.6         |
| Sunday Avg   | 222.2         |

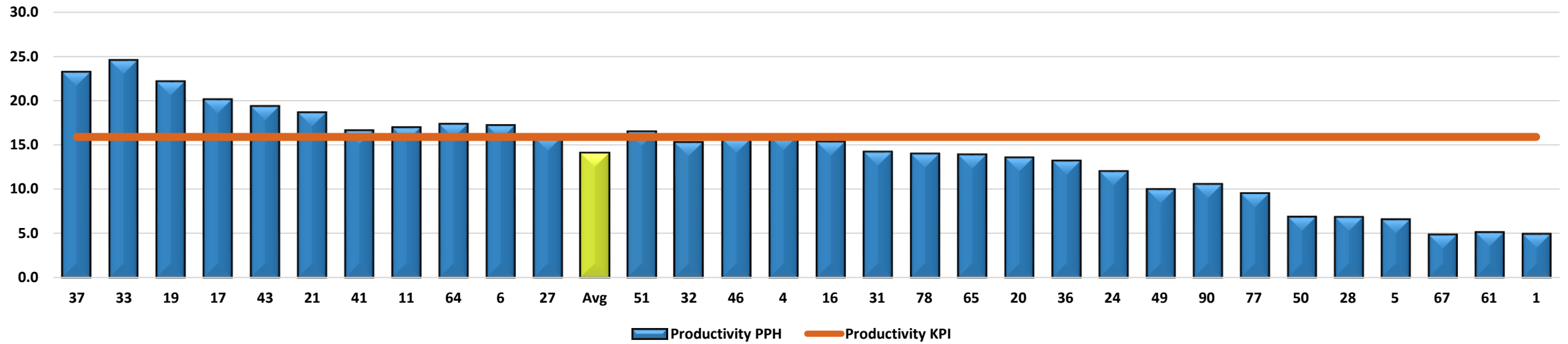


# Route Level KPIs

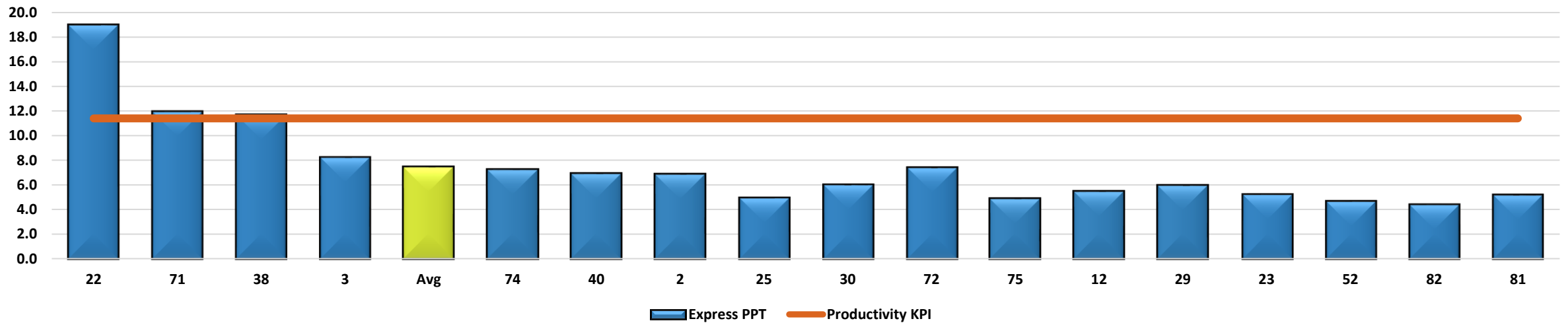
CPS Ridership by Day



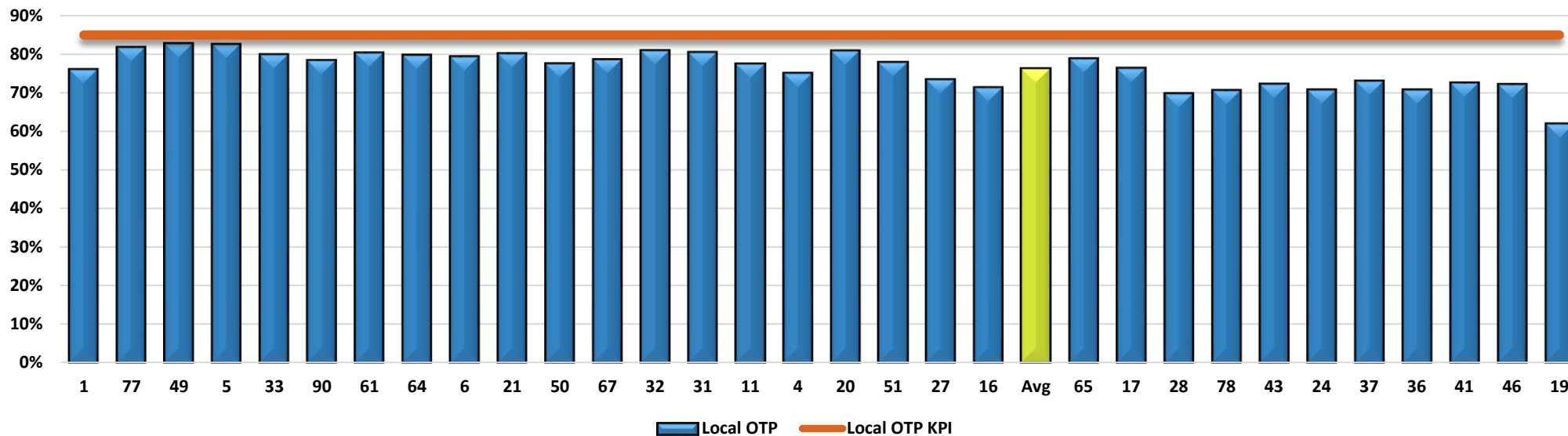
## Productivity - Local



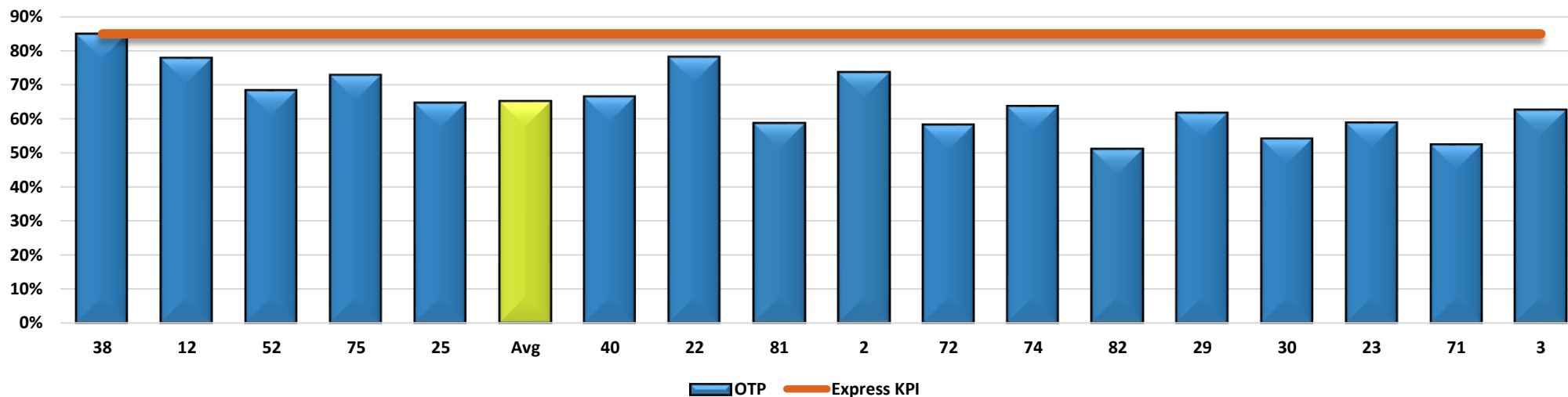
## Productivity – Express



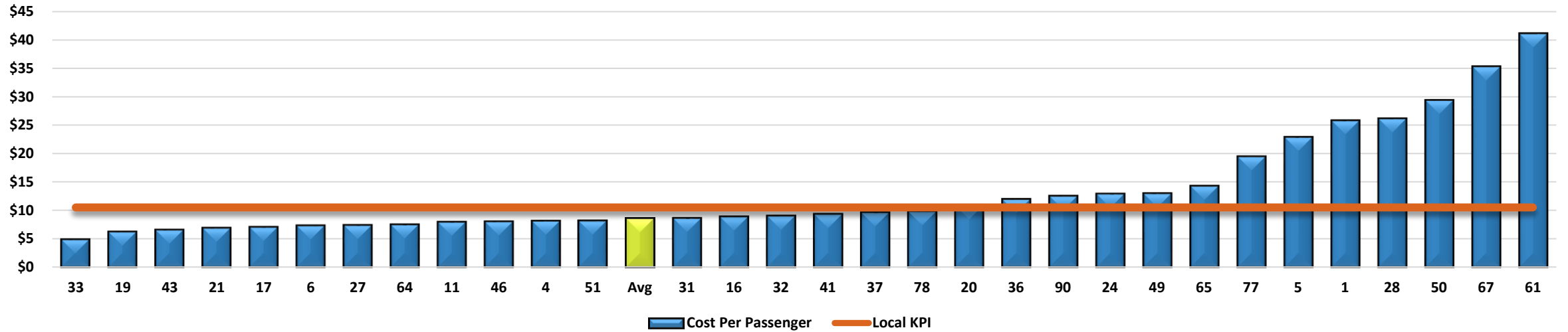
### OTP – Local



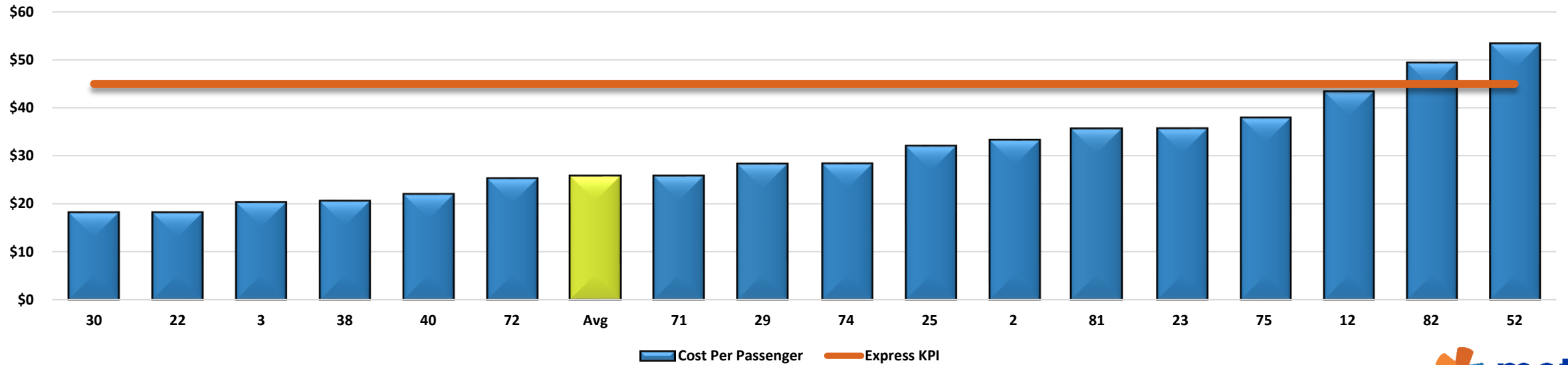
### OTP – Express



### Cost Per Passenger – Local



### Cost Per Passenger – Express



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

