

# Ridership Report

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The transit industry defines ridership as the number of passengers who board public transportation vehicles—called unlinked passenger trips. Ridership measures transit utilization at the system, route, mode and service type level.

A passenger is counted each time when boarding a vehicle no matter how many vehicles are used to travel from trip origin to destination. Riders are counted whether a fare is paid or not. For example, a rider not required to pay a fare such as a personal care attendant or a young child is counted in the ridership totals.

## **Factors that Affect Fixed-Route Ridership**

The following provides some of the major factors that effect a travelers decision to ride fixed-route transit:

- **Frequency**—What is the waiting time between buses? Can I walk to the bus stop and expect a vehicle to arrive within a short time?
- **Connections and accessibility**—How well does the system network across the service area? Will I be able to easily connect to other routes in a timely manner? Is there a safe, connected, accessible sidewalk available?
- **Travel time**—How long will it take to get there (including the time I have to wait)? How does the travel time compare to other modes of travel options available to me?
- **Travel cost**—What does the service cost compared to other travel mode options?
- **Service area coverage**—Where does service go? Does the service go where there are lots of people and places? Are people able to access transit easily?
- **Reliability**—Is the service on-time? How likely is the bus to arrive at the time scheduled?
- **Span of service**—What is the duration of the service? Will I be able to go when I want and get back when I want?
- **Comfort, safety and other amenities**—How comfortable is the ride (seating, cleanliness)? Are there safe places to wait that are well lit? Is there access to WiFi and other services?

## **VIA Fixed-route and Vanpool Ridership Goals**

VIA's goals for fixed-route and vanpool service ridership are to increase ridership by retaining existing customers and attracting new riders.

## **Factors that Effect ADA Complementary Paratransit Ridership**

VIAtrans is provided for people whose disability prevents them from riding the fixed route services as defined by the Americans with Disabilities Act of 1990 (ADA). Ridership is heavily effected by the ADA service requirements. ADA complementary paratransit requirements are as follows:

- **Eligibility**—ADA complementary paratransit is for:
  - People whose disability prevents them from using the fixed route service
  - People who can use the fixed route but the fixed route vehicle, or the bus stop is inaccessible
  - People whose disability prevents them from traveling to or from the bus stop or station due to obstacles that impede them
- **Travel cost**—ADA provides that the fare for paratransit cannot exceed twice (2 times) the non-discounted adult fare for a similar trip at the same time of day on the regular fixed-route system. A personal care attendant (someone who provides assistance to the ADA eligible rider) shall not be charged a fare. The fare for a companion is the same as for the ADA eligible paratransit rider. VIAtrans fare is \$2.00. VIA's non-discounted adult fixed-route fare is \$1.30.
- **Service area and span of service**—ADA regulations require transit agencies that operate fixed-route transit to also provide ADA complementary paratransit service within the same service area as the local fixed-routes. Service area generally includes a 3/4 -mile corridor on either side of local bus routes and around transit centers. ADA regulations also require transit agencies to provide complementary paratransit the same hours and days of service (span of service) as the local fixed-routes.
- **Advanced reservation**—ADA states that complementary paratransit service must be scheduled at least one (1) day in advance. Real-time/ same day scheduling is permitted but not required. ADA allows a premium (higher) fare to be charged for same day trips.
- **Reliability and capacity**—Transit agencies must not have an operational pattern or practice that limits the availability of complementary paratransit service to ADA eligible customers. Transit agencies must serve requests for all trip purposes. Transit agencies must operate without a substantial number of untimely pick-ups, missed trips, excessive trip-lengths, and excessive telephone hold times.

## **VIA ADA Complementary Paratransit Ridership Goals**

VIA's goal for ADA complementary paratransit ridership is to balance service quality with service sustainability, ensuring that all trip requests are provided for qualified individuals.



# Year-To-Date Ridership

## October 2016 - June 2017

How many boardings were on VIA bus and paratransit services year-to-date? How does ridership compare to the prior year?

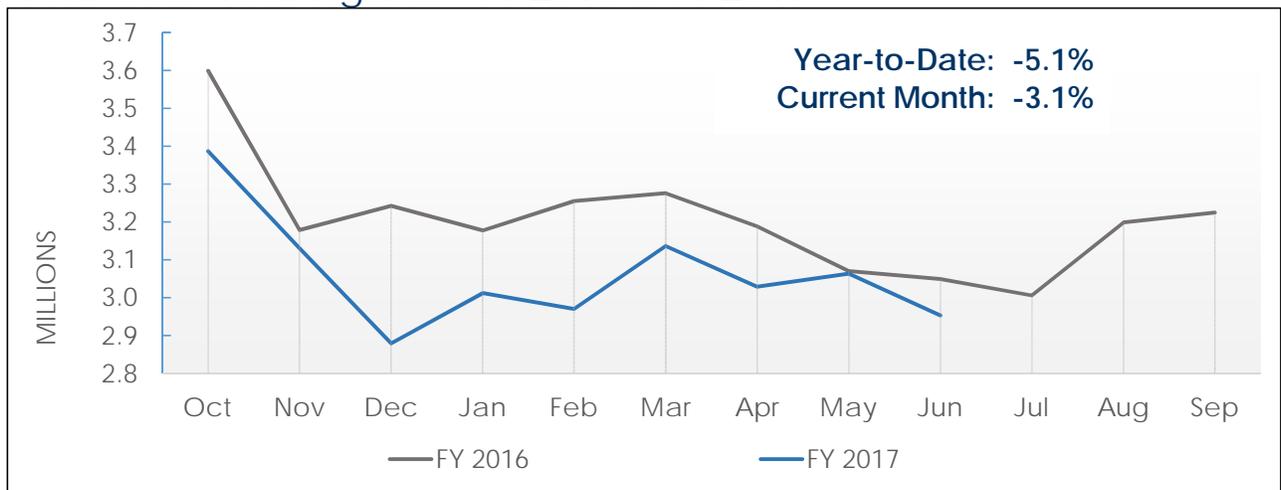
### Total Boardings Year-to-Date - **Bus & Paratransit**

# 28.5 Million

Includes special events and excludes charter service (if any)

### Boardings by Month - **Bus Service**

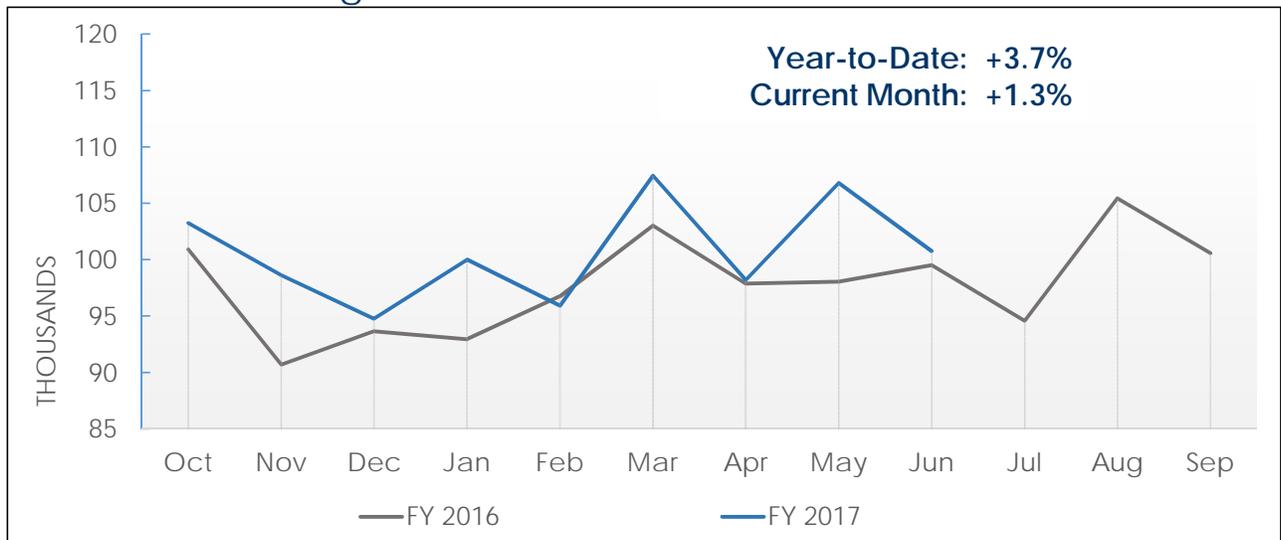
#### Year-over-Year Figures - FY 2016 & FY 2017



Includes special events and excludes charter service (if any)

### Boardings by Month - **Paratransit Service**

#### Year-over-Year Figures - FY 2016 & FY 2017



Includes taxicab



# Average Weekday Ridership

## June 2017

How many boardings were on VIA bus and paratransit services during an average weekday?

### Average Weekday **Bus Boardings**

108,860 /per day

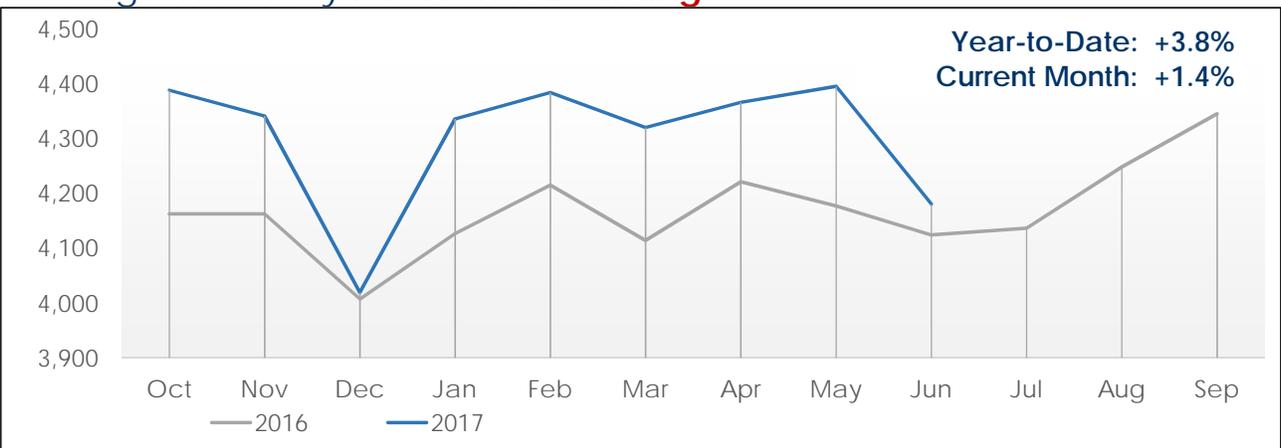
### Average Weekday **Bus Boardings**



### Average Weekday **Paratransit Boardings**

4,180 /day

### Average Weekday **Paratransit Boardings**



Includes taxicab



## How does ridership compare to the prior year by route and service type?

Service Type	Route	Route Name	YTD October	YTD October	Difference	% Diff.
			2015 to June 2016	2016 to June 2017		
Primo	100	PRIMO FRED RD	1,473,987	1,351,393	(122,594)	-8%
Primo	101	** PRIMO UTSA LEON VALLEY	-	147,242	147,242	100%
Local	2	BLANCO	804,951	747,008	(57,943)	-7%
Local	3	*** SAN PEDRO SKIP	452,628	520,141	67,513	15%
Local	4	*** SAN PEDRO	798,714	674,047	(124,667)	-16%
Local	5	McCULLOUGH	356,568	315,965	(40,603)	-11%
Local	8	N ST MARYS	318,330	295,546	(22,784)	-7%
Local	9	BROADWAY	339,001	328,226	(10,775)	-3%
Local	10	NACO/BROADWAY	350,010	338,754	(11,256)	-3%
Local	14	*** PERRIN BEITEL	754,034	622,615	(131,419)	-17%
Local	20	*** NEW BRAUNFELS	1,039,057	941,186	(97,871)	-9%
Local	21	KIRBY / CONVERSE	366,118	367,586	1,468	0%
Local	22	HAYS	287,989	248,978	(39,011)	-14%
Local	24	EAST HOUSTON	436,372	402,436	(33,936)	-8%
Local	25	E. COMMERCE	445,436	457,650	12,214	3%
Local	26	MARTIN LUTHER KING	392,042	371,532	(20,510)	-5%
Local	28	*** PORTER	478,383	437,046	(41,337)	-9%
Local	30	RIGSBY	323,234	320,659	(2,575)	-1%
Local	32	STEVES AVE.	306,444	270,038	(36,406)	-12%
Local	34	SOUTH ST.MARY'S	521,471	517,809	(3,662)	-1%
Local	36	S.PRESA	242,570	212,986	(29,584)	-12%
Local	42	ROOSEVELT	341,759	332,757	(9,002)	-3%
Local	43	SOUTH FLORES	323,043	295,087	(27,956)	-9%
Local	44	PLEASANTON RD.	377,664	369,855	(7,809)	-2%
Local	46	*** COMMERCIAL	148,021	132,612	(15,409)	-10%
Local	51	NOGALITOS	394,622	369,115	(25,507)	-6%
Local	54	SOUTH ALAMO	79,513	49,202	(30,311)	-38%
Local	62	*** KIRK	136,854	138,004	1,150	1%
Local	66	*** CERALVO	365,973	334,665	(31,308)	-9%
Local	67	LAREDO	163,206	139,012	(24,194)	-15%
Local	68	GUADALUPE	630,048	624,322	(5,726)	-1%
Local	70	CESAR CHAVEZ	45,849	45,135	(714)	-2%
Local	75	W. COMMERCE	706,584	679,570	(27,014)	-4%
Local	76	*** WEST COMMERCE	746,435	657,417	(89,018)	-12%
Local	77	MARTIN	172,069	163,396	(8,673)	-5%
Local	79	RUIZ	349,528	356,474	6,946	2%
Local	82	CULEBRA	571,609	526,612	(44,997)	-8%
Local	88	BANDERA	521,677	509,567	(12,110)	-2%
Local	89	*** POPLAR	256,354	270,312	13,958	5%
Local	90	WOODLAWN	336,207	313,305	(22,902)	-7%
Local	95	FREDERICKSBURG RD	310,395	280,892	(29,503)	-10%
Local	96	VANCE JACKSON	625,337	580,704	(44,633)	-7%
Local	97	WEST AVE	430,302	421,557	(8,745)	-2%
Local	502	THOUSAND OAKS	291,552	274,075	(17,477)	-6%
Local	505	BASSE	198,571	159,404	(39,167)	-20%
Local	509	HILDEBRAND	183,556	178,442	(5,114)	-3%
Local	515	SOUTHCROSS	227,060	216,566	(10,494)	-5%
Local	520	ZARZAMORA	1,674,508	1,590,993	(83,515)	-5%
Local	522	BABCOCK	238,236	232,412	(5,824)	-2%
Local	524	GENERAL McMULLEN	686,997	655,123	(31,874)	-5%
Local	534	WURZBACH	599,100	574,521	(24,579)	-4%
Local	550	LOOPER	958,093	919,856	(38,237)	-4%
Local	551	LOOPER	966,913	945,423	(21,490)	-2%
Local	602	NORTH STAR/ MED. CTR	255,152	234,481	(20,671)	-8%
Local	603	MEDICAL CENTER/UTSA	212,192	199,006	(13,186)	-6%
Local	604	MEDICAL CENTER/UNIV. HGTS.	120,040	127,409	7,369	6%
Local	605	UTSA/MAINLAND	46,953	53,534	6,581	14%
Local	606	MED. CENTER/ALAMO RANCH	127,556	119,098	(8,458)	-7%
Local	607	MED. CENTER / INGRAM	93,448	87,940	(5,508)	-6%

Service Type	Route	Route Name	YTD October 2015 to June 2016	YTD October 2016 to June 2017	Difference	% Diff.
Local	609	INGRAM/MAINLAND	84,123	71,946	(12,177)	-14%
Local	610	INGRAM/NW CROSSING	136,701	128,481	(8,220)	-6%
Local	611	VALLEY-HI / KEL-LAC	96,405	94,916	(1,489)	-2%
Local	612	KEL-LAC/WESTLAKES	79,170	69,571	(9,599)	-12%
Local	613	HERITAGE NW / KEL-LAC	173,979	152,912	(21,067)	-12%
Local	614	HIDDEN COVE / KEL-LAC	78,385	69,930	(8,455)	-11%
Local	615	KEL-LAC / HERITAGE PARK	156,488	147,984	(8,504)	-5%
Local	616	SKY HARBOUR/KEL-LAC	129,453	146,927	17,474	13%
Local	617	KEL-LAC / RAINBOW HILLS	115,701	120,320	4,619	4%
Local	618	INGRAM/WESTLAKES	79,739	78,592	(1,147)	-1%
Local	619	KEL-LAC / INDIAN CREEK	78,508	95,871	17,363	22%
Local	620	INGRAM/NWVISTAS	112,334	109,266	(3,068)	-3%
Local	629	** INDUSTRY PARK	-	63,498	63,498	100%
Local	630	*** RANDOLPH/KIRBY/SUNRISE	204,084	78,095	(125,989)	-62%
Local	631	** SUNRISE/SUMMERFEST	-	47,213	47,213	100%
Local	632	*** RANDOLPH/VENTURA	260,403	282,526	22,123	8%
Local	640	VALLEY FORGE	45,499	43,891	(1,608)	-4%
Local	641	KNOLL CREEK	44,774	48,930	4,156	9%
Local	642	NACOGDOCHES	89,652	75,604	(14,048)	-16%
Local	647	NORTH STAR / H. WURZBACH	95,112	80,837	(14,275)	-15%
Local	648	NORTH STAR / STONE OAK PKWY	109,847	110,087	240	0%
Local	651	DECO DISTRICT / CASTLE HILLS	141,649	140,209	(1,440)	-1%
Local	660	NWVISTAS/UNIVERSITY P&R	74,692	72,967	(1,725)	-2%
Circulator	7	* SIGHTSEER SPECIAL	29,722	-	(29,722)	-100%
Circulator	301	*** VIVA CENTRO	187,978	122,966	(65,012)	-35%
Circulator	305	* BLUE TROLLEY	61,135	-	(61,135)	-100%
Circulator	333	* E OR ENTERTAINMENT	5,393	-	(5,393)	-100%
Circulator	11	** VIVA CULTURE	8,383	84,024	75,641	100%
Circulator	40	** VIVA MISSIONS	3,530	40,640	37,110	100%
Commuter	6	US 281	65,834	62,538	(3,296)	-5%
Commuter	48	IH-35 SOUTH	7,701	6,971	(730)	-9%
Commuter	93	IH-10 CROSSROADS / UTSA	133,276	132,608	(668)	-1%
Commuter	16	JBSA FT. SAM HOUSTON / USO	10,607	6,363	(4,244)	-40%
Commuter	17	IH-35	243,152	252,378	9,226	4%
Commuter	64	*** US 90	202,778	207,721	4,943	2%
Commuter	65	**** JBSA LACKLAND AFB/USO	15,843	9,926	(5,917)	-37%
Commuter	94	IH-10 / FIESTA TEXAS	156,466	151,183	(5,283)	-3%
<b>Scheduled Fixed-Route Bus</b>			<b>28,918,811</b>	<b>27,454,589</b>	<b>(1,464,222)</b>	<b>-5%</b>
VIATrans		VIATrans Vans	371,583	403,648	32,065	9%
VIATrans		Purchased Service	437,573	425,089	(12,484)	-3%
VIATrans		Will Call Taxi	10,246	11,479	1,233	12%
VIATrans		Taxi Subsidy	54,080	67,263	13,183	24%
<b>Total VIATrans Paratransit</b>			<b>873,482</b>	<b>907,479</b>	<b>33,997</b>	<b>4%</b>
<b>Total Scheduled Fixed-Route and Paratransit</b>			<b>29,792,293</b>	<b>28,362,068</b>	<b>(1,430,225)</b>	<b>-5%</b>

Factors impacting ridership difference include:

\*Discontinued route

\*\*New route

\*\*\*Significant change in route configuration

\*\*\*\*Weekend only route

## Summary

	YTD October 2015 to June 2016	YTD October 2016 to June 2017	Difference	% Diff.
Primo	1,473,987	1,498,635	24,648	2%
Local	26,313,026	24,878,636	(1,434,390)	-5%
Downtown Circulator	296,141	247,630	(48,511)	-16%
Commuter - Express	835,657	829,688	(5,969)	-1%
<b>Total Scheduled Fixed-Route Bus</b>	<b>28,918,811</b>	<b>27,454,589</b>	<b>(1,464,222)</b>	<b>-5%</b>
Total Special Event Fixed-Route Bus	114,447	103,598	(10,849)	-9%
Total VIAtrans Paratransit (includes taxi)	873,482	907,479	33,997	4%
<b>Total Fixed-Route and Paratransit</b>	<b>29,792,293</b>	<b>28,362,068</b>	<b>(1,430,225)</b>	<b>-5%</b>
Total Vanpool	364,600	364,849	249	0%
<b>System-Wide Total</b>	<b>30,156,893</b>	<b>28,726,917</b>	<b>(1,429,976)</b>	<b>-5%</b>