

Ridership Report

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 - November 2016

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

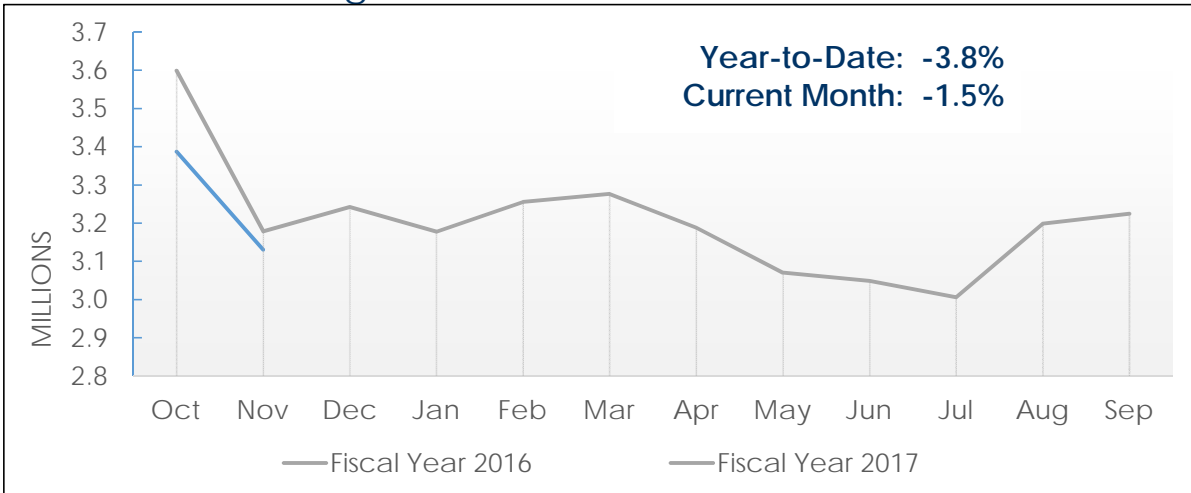
Total Boardings Year-to-Date - **Bus & Paratransit**

6.7 Million

Includes special events and excludes charter service (if any)

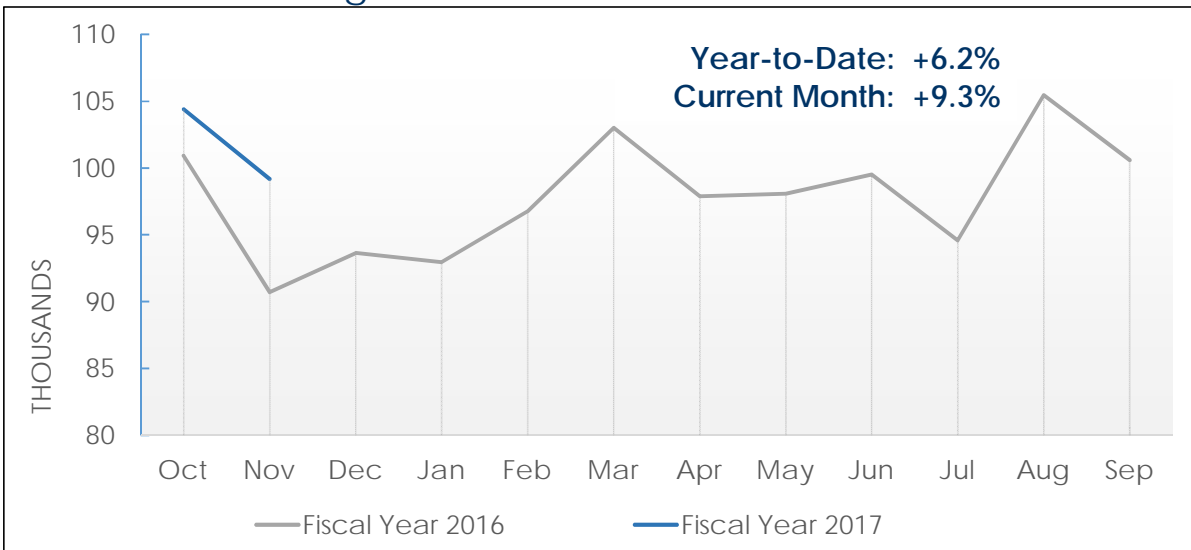
Boardings by Month - **Bus Service**

Year-over-Year Figures - 2016-2017



Boardings by Month - **Paratransit Service**

Year-over-Year Figures - 2016-2017





Average Weekday Ridership November 2016

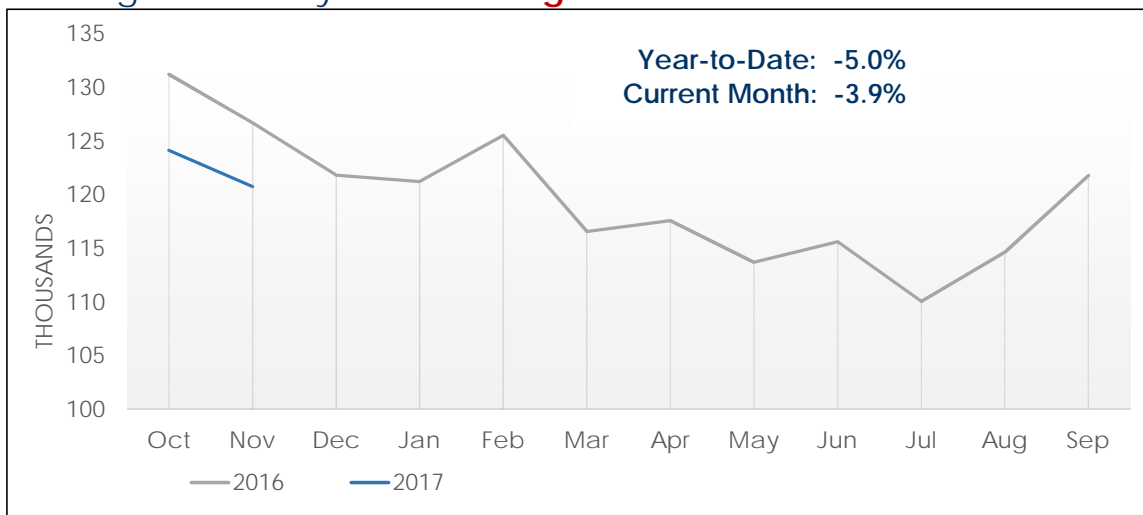
How many boardings were on VIA bus and paratransit services during an average weekday?

Average Weekday **Bus Boardings**

120,728 /per day

Includes special events and excludes charter service (if any)

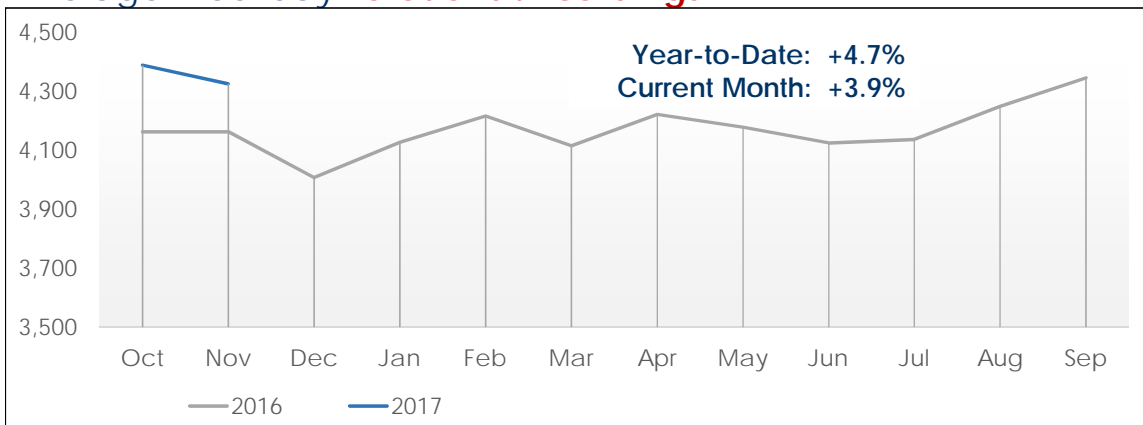
Average Weekday **Bus Boardings**



Average Weekday **Paratransit Boardings**

4,324 /day

Average Weekday **Paratransit Boardings**



Summary

	YTD October 2015 to November 2015	YTD October 2016 to November 2016	Difference	% Diff.
Primo	321,636	343,210	21,574	7%
Local	6,173,969	5,886,722	(287,247)	-5%
Downtown Circulator	64,409	66,388	1,979	3%
Commuter - Express	192,813	200,997	8,184	4%
Total Scheduled Fixed-Route Bus	6,752,827	6,497,317	(255,510)	-4%
Total Special Event Fixed-Route Bus	23,985	19,806	(4,179)	-17%
Total VIAtrans Paratransit	191,628	203,576	11,948	6%
Total Fixed-Route and Paratransit	6,944,455	6,700,893	(243,562)	-4%
Total Vanpool	78,269	79,445	1,176	2%
System-Wide Total	7,022,724	6,780,338	(242,386)	-3%



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

Service Type	Route	Route Name	YTD October 2014 to September 2015	YTD October 2015 to September 2016	Difference	% Diff.
Primo	100	PRIMO FRED RD	321,636	343,210	21,574	7%
Local	2	BLANCO	191,152	172,659	(18,493)	-10%
Local	3	*** SAN PEDRO SKIP	82,727	132,000	49,273	60%
Local	4	*** SAN PEDRO	207,045	160,700	(46,345)	-22%
Local	5	McCULLOUGH	84,754	76,603	(8,151)	-10%
Local	8	N ST MARYS	79,059	73,812	(5,247)	-7%
Local	9	BROADWAY	79,118	75,935	(3,183)	-4%
Local	10	NACO/BROADWAY	79,565	78,683	(882)	-1%
Local	14	*** PERRIN BEITEL	172,412	147,003	(25,409)	-15%
Local	20	*** NEW BRAUNFELS	256,468	228,392	(28,076)	-11%
Local	21	KIRBY / CONVERSE	86,011	84,866	(1,145)	-1%
Local	22	HAYS	66,569	60,223	(6,346)	-10%
Local	24	EAST HOUSTON	105,394	90,852	(14,542)	-14%
Local	25	E. COMMERCE	98,926	109,398	10,472	11%
Local	26	MARTIN LUTHER KING	93,327	85,913	(7,414)	-8%
Local	28	*** PORTER	109,827	103,015	(6,812)	-6%
Local	30	RIGSBY	77,534	71,955	(5,579)	-7%
Local	32	STEVES AVE.	79,179	69,834	(9,345)	-12%
Local	34	SOUTH ST.MARY'S	123,589	115,371	(8,218)	-7%
Local	36	S.PRESA	56,345	50,188	(6,157)	-11%
Local	42	ROOSEVELT	77,041	77,480	439	1%
Local	43	SOUTH FLORES	75,957	70,234	(5,723)	-8%
Local	44	PLEASANTON RD.	86,763	86,936	173	0%
Local	46	*** COMMERCIAL	37,651	30,865	(6,786)	-18%
Local	51	NOGALITOS	92,888	88,785	(4,103)	-4%
Local	54	SOUTH ALAMO	21,070	11,957	(9,113)	-43%
Local	62	*** KIRK	28,861	33,262	4,401	15%
Local	66	*** CERALVO	95,498	78,846	(16,652)	-17%
Local	67	LAREDO	34,708	33,927	(781)	-2%
Local	68	GUADALUPE	140,060	151,879	11,819	8%
Local	70	CESAR CHAVEZ	10,016	10,467	451	5%
Local	75	W. COMMERCE	149,322	157,378	8,056	5%
Local	76	*** WEST COMMERCE	199,717	155,677	(44,040)	-22%
Local	77	MARTIN	39,186	37,088	(2,098)	-5%
Local	79	RUIZ	74,719	81,913	7,194	10%
Local	82	CULEBRA	133,061	122,705	(10,356)	-8%
Local	88	BANDERA	119,077	122,325	3,248	3%
Local	89	*** POPLAR	57,065	64,176	7,111	12%
Local	90	WOODLAWN	83,597	79,977	(3,620)	-4%
Local	95	FREDERICKSBURG RD	75,002	65,489	(9,513)	-13%
Local	96	VANCE JACKSON	139,996	137,544	(2,452)	-2%
Local	97	WEST AVE	100,383	98,074	(2,309)	-2%
Local	502	THOUSAND OAKS	68,548	65,022	(3,526)	-5%
Local	505	BASSE	45,162	36,986	(8,176)	-18%
Local	509	HILDEBRAND	45,120	43,889	(1,231)	-3%
Local	515	SOUTHCROSS	54,280	52,004	(2,276)	-4%
Local	520	ZARZAMORA	398,362	377,597	(20,765)	-5%
Local	522	BABCOCK	55,993	57,337	1,344	2%

Service Type	Route	Route Name	YTD October 2014 to September 2015	YTD October 2015 to September 2016	Difference	% Diff.
Local	524	GENERAL McMULLEN	164,645	157,606	(7,039)	-4%
Local	534	WURZBACH	138,579	134,042	(4,537)	-3%
Local	550	LOOPER	222,528	212,907	(9,621)	-4%
Local	551	LOOPER	223,138	218,391	(4,747)	-2%
Local	602	NORTH STAR/ MED. CTR	61,874	57,398	(4,476)	-7%
Local	603	MEDICAL CENTER/UTSA	48,535	49,031	496	1%
Local	604	MEDICAL CENTER/UNIV. HGTS.	26,122	28,174	2,052	8%
Local	605	UTSA/MAINLAND	11,689	10,709	(980)	-8%
Local	606	MED. CENTER/ALAMO RANCH	28,536	30,436	1,900	7%
Local	607	MED. CENTER / INGRAM	22,177	20,664	(1,513)	-7%
Local	609	INGRAM/MAINLAND	20,453	17,443	(3,010)	-15%
Local	610	INGRAM/NW CROSSING	30,034	30,723	689	2%
Local	611	VALLEY-HI / KEL-LAC	21,053	22,102	1,049	5%
Local	612	KEL-LAC/WESTLAKES	21,453	14,358	(7,095)	-33%
Local	613	HERITAGE NW / KEL-LAC	40,691	38,036	(2,655)	-7%
Local	614	HIDDEN COVE / KEL-LAC	17,353	17,477	124	1%
Local	615	KEL-LAC / HERITAGE PARK	36,308	34,347	(1,961)	-5%
Local	616	SKY HARBOUR/KEL-LAC	29,525	32,435	2,910	10%
Local	617	KEL-LAC / RAINBOW HILLS	26,988	27,590	602	2%
Local	618	INGRAM/WESTLAKES	18,117	19,050	933	5%
Local	619	KEL-LAC / INDIAN CREEK	17,268	22,423	5,155	30%
Local	620	INGRAM/NWVISTAS	28,644	26,909	(1,735)	-6%
Local	629	** INDUSTRY PARK	-	15,126	15,126	100%
Local	630	*** RANDOLPH/KIRBY/SUNRISE	49,026	19,154	(29,872)	-61%
Local	631	** SUNRISE/SUMMERFEST	-	9,904	9,904	100%
Local	632	*** RANDOLPH/VENTURA	60,861	63,248	2,387	4%
Local	640	VALLEY FORGE	11,145	13,228	2,083	19%
Local	641	KNOLLCREEK	9,410	11,047	1,637	17%
Local	642	NACOGDOCHES	21,360	19,325	(2,035)	-10%
Local	647	NORTH STAR / H. WURZBACH	21,300	19,176	(2,124)	-10%
Local	648	NORTH STAR / STONE OAK PKWY.	26,138	26,077	(61)	0%
Local	651	DECO DISTRICT / CASTLE HILLS	34,869	31,638	(3,231)	-9%
Local	660	NWVISTAS/UNIVESITY P&R	16,046	19,327	3,281	20%
Circulator	7	* SIGHTSEER SPECIAL	8,422	-	(8,422)	-100%
Circulator	301	*** VIVA CENTRO	39,487	36,113	(3,374)	-9%
Circulator	305	* BLUE TROLLEY	14,950	-	(14,950)	-100%
Circulator	333	* E OR ENTERTAINMENT	1,550	-	(1,550)	-100%
Circulator	11	** VIVA CULTURE	-	20,236	20,236	100%
Circulator	40	** VIVA MISSIONS	-	10,039	10,039	100%
Commuter	6	US 281	15,051	14,471	(580)	-4%
Commuter	48	IH-35 SOUTH	1,433	1,883	450	31%
Commuter	93	IH-10 CROSSROADS / UTSA	35,503	36,760	1,257	4%
Commuter	16	JBSA FT. SAM HOUSTON / USO	3,359	1,910	(1,449)	-43%
Commuter	17	IH-35	51,697	59,291	7,594	15%
Commuter	64	*** US 90	44,917	47,609	2,692	6%
Commuter	65	**** JBSA LACKLAND AFB/USO	4,595	2,682	(1,913)	-42%
Commuter	94	IH-10 / FIESTA TEXAS	36,258	36,391	133	0%
Scheduled Fixed-Route Bus			6,752,827	6,497,317	(255,510)	-4%
VIATrans		VIATrans Vans	80,917	89,258	8,341	10%
VIATrans		Purchased Service	100,081	97,070	(3,011)	-3%
VIATrans		Will Call Taxi	1,846	2,256	410	22%

Service Type	Route	Route Name	YTD October 2014 to September 2015	YTD October 2015 to September 2016	Difference	% Diff.
VIATrans		Taxi Subsidy	8,784	14,992	6,208	71%
Total VIATrans Paratransit			191,628	203,576	11,948	6%
Total Scheduled Fixed-Route and Paratransit			6,944,455	6,700,893	(243,562)	-4%
<i>*Discontinued route</i>						