

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 - March 2017

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

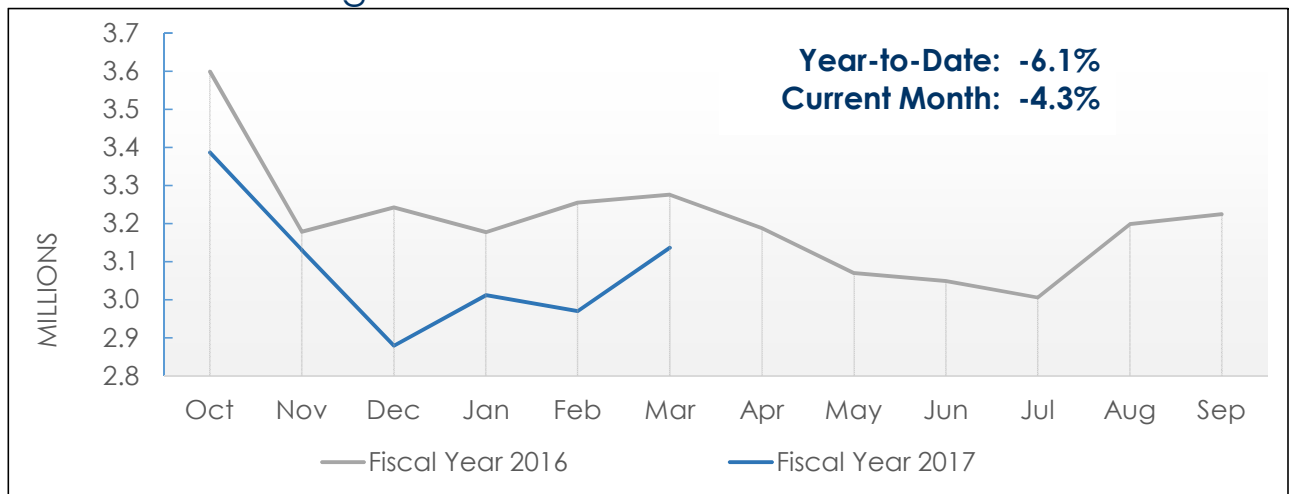
Total Boardings Year-to-Date - **Bus & Paratransit**

19.1 Million

Includes special events and excludes charter service (if any)

Boardings by Month - **Bus Service**

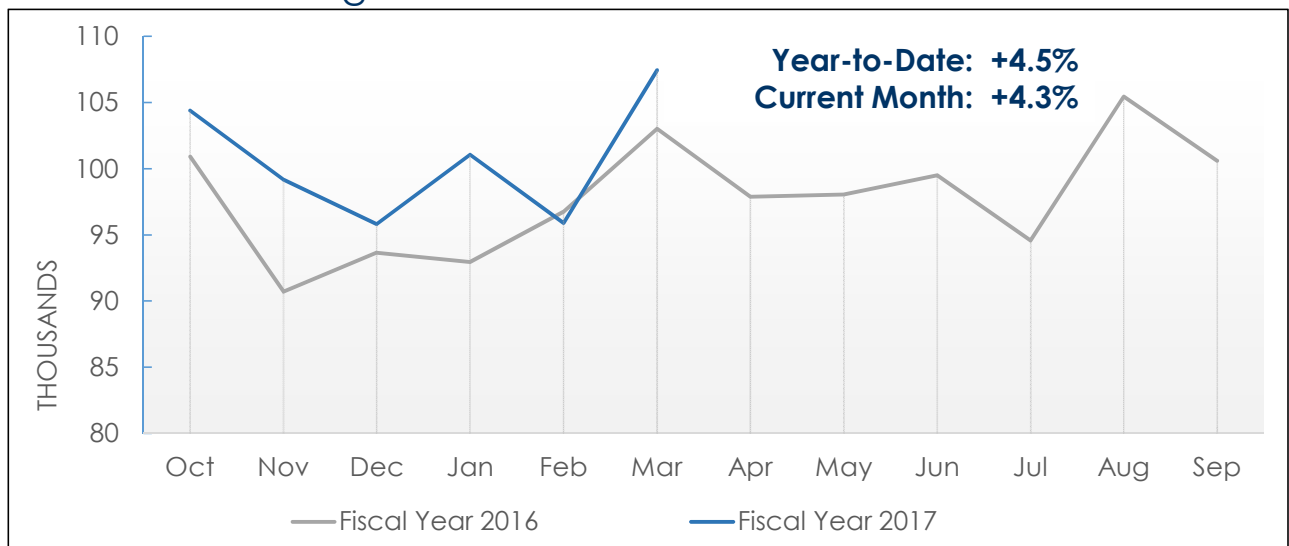
Year-over-Year Figures - 2016-2017



Includes special events and excludes charter service (if any)

Boardings by Month - **Paratransit Service**

Year-over-Year Figures - 2016-2017



Includes taxicab



Average Weekday Ridership

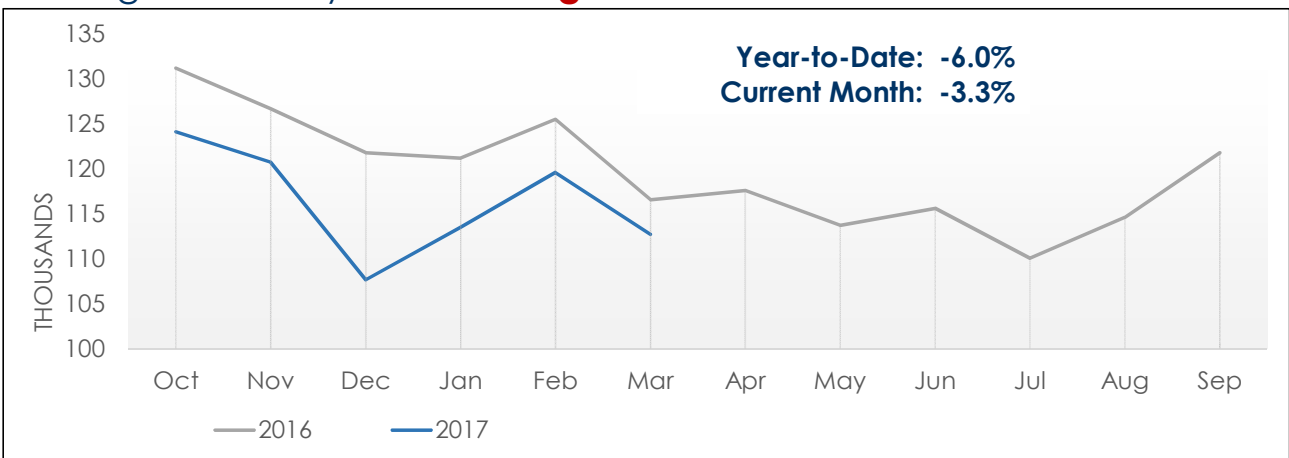
March 2017

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

Average Weekday **Bus Boardings**

112,721 /per day

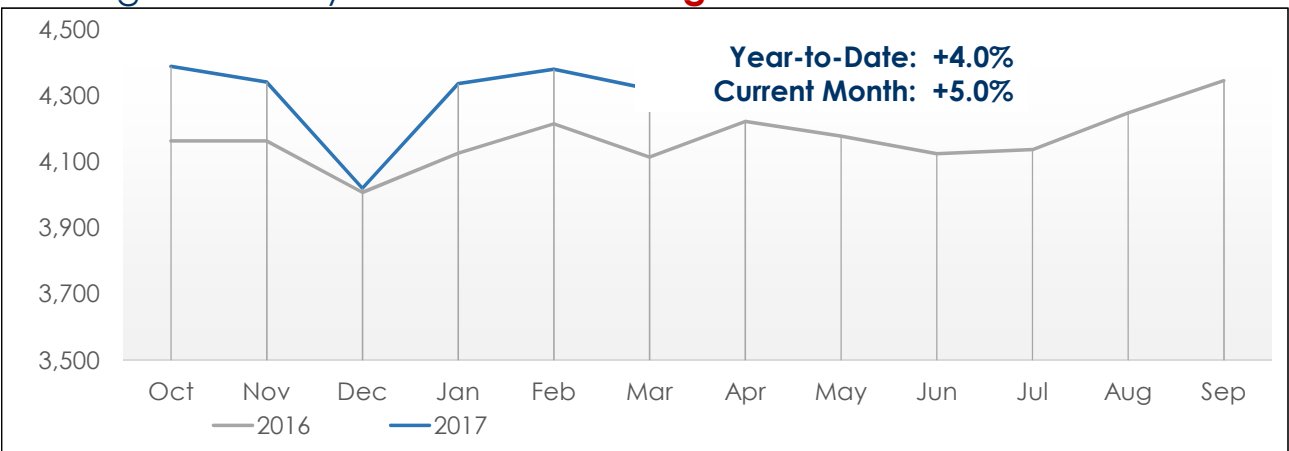
Average Weekday **Bus Boardings**



Average Weekday **Paratransit Boardings**

4,319 /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 March 2016	2016 to March 2017		
Primo	100	PRIMO FRED RD	979,573	921,991	(57,582)	-6%
Primo	101	** PRIMO UTSA LEON VALLEY	-	71,047	71,047	100%
Local	2	BLANCO	551,056	495,860	(55,196)	-10%
Local	3	*** SAN PEDRO SKIP	287,676	364,642	76,966	27%
Local	4	*** SAN PEDRO	561,557	456,375	(105,182)	-19%
Local	5	McCULLOUGH	241,584	210,865	(30,719)	-13%
Local	8	N ST MARYS	218,124	203,729	(14,395)	-7%
Local	9	BROADWAY	230,243	219,967	(10,276)	-4%
Local	10	NACO/BROADWAY	234,280	225,243	(9,037)	-4%
Local	14	*** PERRIN BEITEL	512,068	420,929	(91,139)	-18%
Local	20	*** NEW BRAUNFELS	712,506	637,652	(74,854)	-11%
Local	21	KIRBY / CONVERSE	248,528	247,158	(1,370)	-1%
Local	22	HAYS	194,657	165,994	(28,663)	-15%
Local	24	EAST HOUSTON	306,364	271,030	(35,334)	-12%
Local	25	E. COMMERCE	299,708	308,015	8,307	3%
Local	26	MARTIN LUTHER KING	267,245	249,509	(17,736)	-7%
Local	28	*** PORTER	321,252	295,940	(25,312)	-8%
Local	30	RIGSBY	223,522	212,838	(10,684)	-5%
Local	32	STEVES AVE.	215,947	185,008	(30,939)	-14%
Local	34	SOUTH ST.MARY'S	355,982	341,511	(14,471)	-4%
Local	36	S.PRESA	166,704	142,362	(24,342)	-15%
Local	42	ROOSEVELT	228,270	220,016	(8,254)	-4%
Local	43	SOUTH FLORES	219,455	197,239	(22,216)	-10%
Local	44	PLEASANTON RD.	255,204	246,059	(9,145)	-4%
Local	46	*** COMMERCIAL	103,755	87,967	(15,788)	-15%
Local	51	NOGALITOS	269,110	250,979	(18,131)	-7%
Local	54	SOUTH ALAMO	54,642	33,236	(21,406)	-39%
Local	62	*** KIRK	90,768	92,480	1,712	2%
Local	66	*** CERALVO	263,939	226,641	(37,298)	-14%
Local	67	LAREDO	111,561	93,784	(17,777)	-16%
Local	68	GUADALUPE	421,560	427,040	5,480	1%
Local	70	CESAR CHAVEZ	31,592	30,182	(1,410)	-4%
Local	75	W. COMMERCE	467,095	456,836	(10,259)	-2%
Local	76	*** WEST COMMERCE	526,841	443,700	(83,141)	-16%
Local	77	MARTIN	115,980	106,448	(9,532)	-8%
Local	79	RUIZ	234,681	237,972	3,291	1%
Local	82	CULEBRA	389,240	354,947	(34,293)	-9%
Local	88	BANDERA	352,723	347,613	(5,110)	-1%
Local	89	*** POPLAR	169,092	182,518	13,426	8%
Local	90	WOODLAWN	231,663	217,441	(14,222)	-6%
Local	95	FREDERICKSBURG RD	213,975	187,325	(26,650)	-12%
Local	96	VANCE JACKSON	421,581	391,357	(30,224)	-7%
Local	97	WEST AVE	291,930	281,607	(10,323)	-4%
Local	502	THOUSAND OAKS	201,220	184,821	(16,399)	-8%
Local	505	BASSE	136,409	105,930	(30,479)	-22%
Local	509	HILDEBRAND	124,705	121,394	(3,311)	-3%
Local	515	SOUTHCROSS	156,500	146,913	(9,587)	-6%
Local	520	ZARZAMORA	1,147,390	1,069,647	(77,743)	-7%
Local	522	BABCOCK	163,833	158,253	(5,580)	-3%
Local	524	GENERAL McMULLEN	473,730	445,783	(27,947)	-6%
Local	534	WURZBACH	406,091	385,176	(20,915)	-5%
Local	550	LOOPER	652,650	618,176	(34,474)	-5%
Local	551	LOOPER	655,479	634,895	(20,584)	-3%
Local	602	NORTH STAR/ MED. CTR	176,060	158,190	(17,870)	-10%
Local	603	MEDICAL CENTER/UTSA	142,241	133,957	(8,284)	-6%
Local	604	MEDICAL CENTER/UNIV. HGTS.	80,163	85,074	4,911	6%
Local	605	UTSA/MAINLAND	32,324	34,380	2,056	6%
Local	606	MED. CENTER/ALAMO RANCH	85,288	80,608	(4,680)	-5%
Local	607	MED. CENTER / INGRAM	64,035	58,195	(5,840)	-9%

Service Type	Route	Route Name	YTD October	YTD October	Difference	% Diff.
			2015 to March 2016	2016 to March 2017		
Local	609	INGRAM/MAINLAND	58,213	49,150	(9,063)	-16%
Local	610	INGRAM/NW CROSSING	89,169	86,386	(2,783)	-3%
Local	611	VALLEY-HI / KEL-LAC	64,928	63,385	(1,543)	-2%
Local	612	KEL-LAC/WESTLAKES	56,484	45,374	(11,110)	-20%
Local	613	HERITAGE NW / KEL-LAC	120,743	105,811	(14,932)	-12%
Local	614	HIDDEN COVE / KEL-LAC	51,360	44,814	(6,546)	-13%
Local	615	KEL-LAC / HERITAGE PARK	108,855	100,565	(8,290)	-8%
Local	616	SKY HARBOUR/KEL-LAC	87,967	96,936	8,969	10%
Local	617	KEL-LAC / RAINBOW HILLS	79,774	81,411	1,637	2%
Local	618	INGRAM/WESTLAKES	53,213	51,579	(1,634)	-3%
Local	619	KEL-LAC / INDIAN CREEK	51,860	62,707	10,847	21%
Local	620	INGRAM/NWVISTAS	77,902	74,510	(3,392)	-4%
Local	629	** INDUSTRY PARK	-	43,407	43,407	100%
Local	630	*** RANDOLPH/KIRBY/SUNRISE	138,244	52,659	(85,585)	-62%
Local	631	** SUNRISE/SUMMERFEST	-	31,169	31,169	100%
Local	632	*** RANDOLPH/VENTURA	181,208	189,151	7,943	4%
Local	640	VALLEY FORGE	30,833	31,151	318	1%
Local	641	KNOLLCREEK	29,817	32,429	2,612	9%
Local	642	NACOGDOCHES	62,265	52,020	(10,245)	-16%
Local	647	NORTH STAR / H. WURZBACH	64,140	54,201	(9,939)	-15%
Local	648	NORTH STAR / STONE OAK PKWY	75,316	73,609	(1,707)	-2%
Local	651	DECO DISTRICT / CASTLE HILLS	98,381	92,620	(5,761)	-6%
Local	660	NWVISTAS/UNIVESITY P&R	49,430	49,604	174	0%
Circulator	7	* SIGHTSEER SPECIAL	22,180	-	(22,180)	-100%
Circulator	301	*** VIVA CENTRO	122,350	85,390	(36,960)	-30%
Circulator	305	* BLUE TROLLEY	45,343	-	(45,343)	-100%
Circulator	333	* E OR ENTERTAINMENT	4,167	-	(4,167)	-100%
Circulator	11	** VIVA CULTURE	-	55,163	55,163	100%
Circulator	40	** VIVA MISSIONS	-	26,608	26,608	100%
Commuter	6	US 281	43,327	41,869	(1,458)	-3%
Commuter	48	IH-35 SOUTH	4,839	4,680	(159)	-3%
Commuter	93	IH-10 CROSSROADS / UTSA	94,048	95,334	1,286	1%
Commuter	16	JBSA FT. SAM HOUSTON / USO	7,558	4,390	(3,168)	-42%
Commuter	17	IH-35	158,023	169,072	11,049	7%
Commuter	64	*** US 90	134,036	136,725	2,689	2%
Commuter	65	**** JBSA LACKLAND AFB/USO	10,828	6,515	(4,313)	-40%
Commuter	94	IH-10 / FIESTA TEXAS	99,219	95,214	(4,005)	-4%
Scheduled Fixed-Route Bus			19,667,371	18,468,052	(1,199,319)	-6%
VIATrans		VIATrans Vans	241,388	267,029	25,641	11%
VIATrans		Purchased Service	297,075	284,155	(12,920)	-4%
VIATrans		Will Call Taxi	6,349	6,965	616	10%
VIATrans		Taxi Subsidy	33,197	45,652	12,455	38%
Total VIATrans Paratransit			578,009	603,801	25,792	4%
Total Scheduled Fixed-Route and Paratransit			20,245,380	19,071,853	(1,173,527)	-6%

Service Type	Route	Route Name	YTD October 2015 to March 2016	YTD October 2016 to March 2017	Difference	% Diff.
Factors impacting ridership difference include:						
Number of weekdays, Saturdays, and Sundays:			124,30,29	125,29,28		
*Discontinued route						
**New route						
***Significant change in route configuration						
****Weekend only route						

Summary

	YTD October 2015 to March 2016	YTD October 2016 to March 2017	Difference	% Diff.
Primo	979,573	993,038	13,465	1%
Local	17,941,880	16,754,054	(1,187,826)	-7%
Downtown Circulator	194,040	167,161	(26,879)	-14%
Commuter - Express	551,878	553,799	1,921	0%
Total Scheduled Fixed-Route Bus	19,667,371	18,468,052	(1,199,319)	-6%
Total Special Event Fixed-Route Bus	59,389	45,778	(13,611)	-23%
Total VIAtrans Paratransit (includes taxi)	578,009	603,801	25,792	4%
Total Fixed-Route and Paratransit	20,245,380	19,071,853	(1,173,527)	-6%
Total Vanpool	240,700	237,620	(3,080)	-1%
System-Wide Total	20,486,080	19,309,473	(1,176,607)	-6%
<i>No. of Weekdays, Saturdays, Sundays:</i>	124,30,29	125,29,28		