

# 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 - April 2017

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

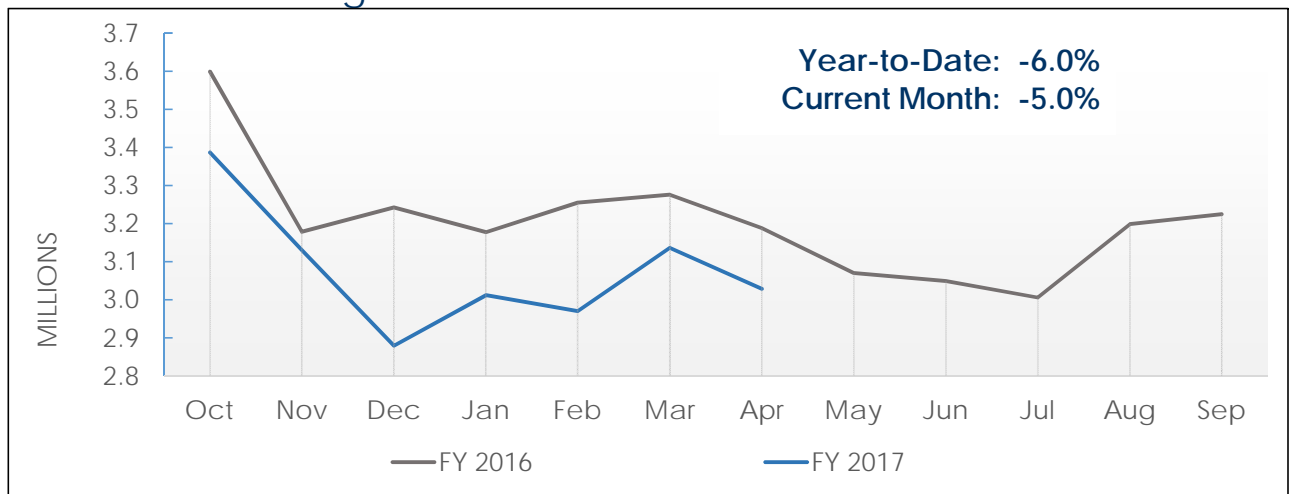
### Total Boardings Year-to-Date - **Bus & Paratransit**

# 22.2 Million

Includes special events and excludes charter service (if any)

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

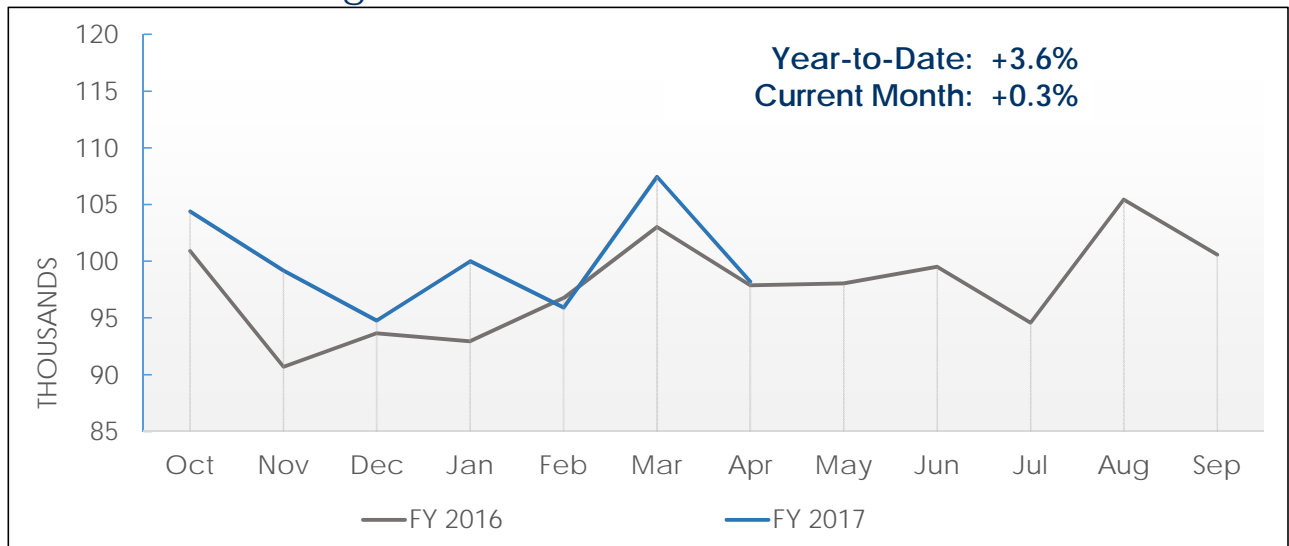
#### Year-over-Year Figures - FY 2016 & FY 2017



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

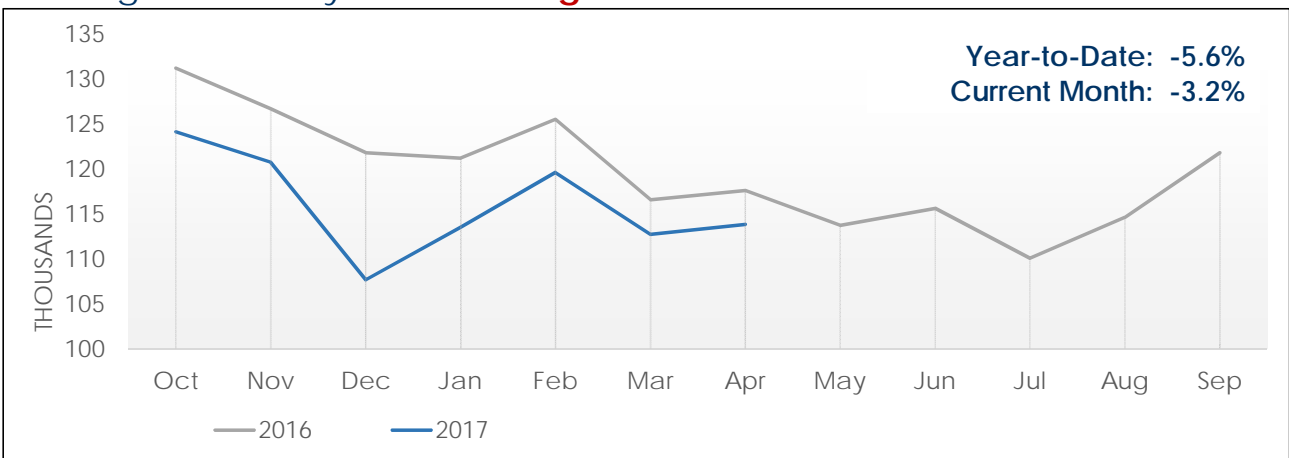
## April 2017

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

### Average Weekday **Bus Boardings**

116,010 /per day

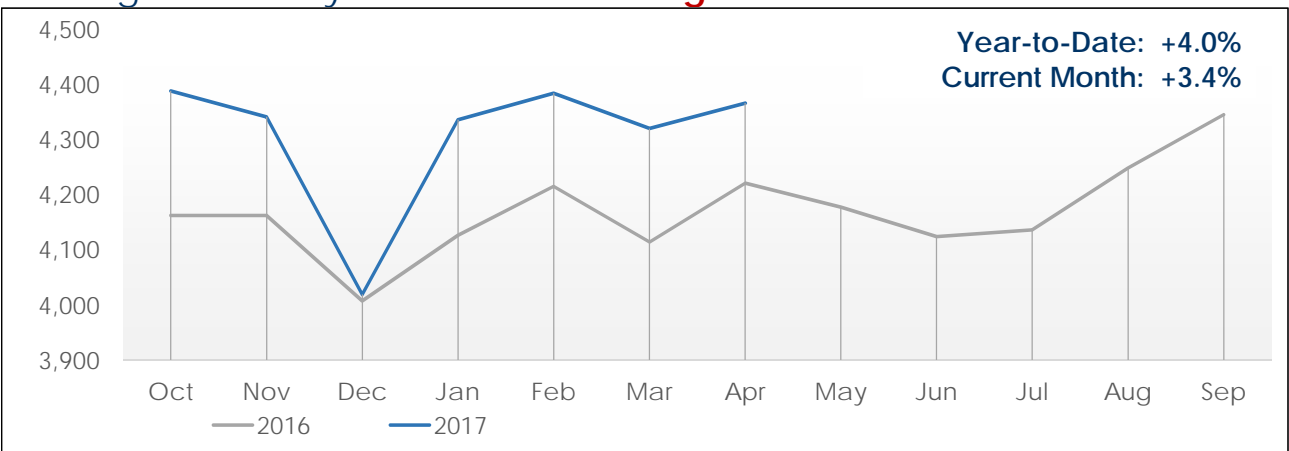
### Average Weekday **Bus Boardings**



### Average Weekday **Paratransit Boardings**

4,308 /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 2015 to April 2016	YTD October 2016 to April 2017	Difference	% Diff.
Primo	100	PRIMO FRED RD	1,145,590	1,063,357	(82,233)	-7%
Primo	101	** PRIMO UTSA LEON VALLEY	-	96,887	96,887	100%
Local	2	BLANCO	639,576	579,094	(60,482)	-9%
Local	3	*** SAN PEDRO SKIP	346,134	417,036	70,902	20%
Local	4	*** SAN PEDRO	643,046	530,422	(112,624)	-18%
Local	5	McCULLOUGH	279,714	244,699	(35,015)	-13%
Local	8	N ST MARYS	251,069	233,842	(17,227)	-7%
Local	9	BROADWAY	267,091	255,519	(11,572)	-4%
Local	10	NACO/BROADWAY	273,074	262,974	(10,100)	-4%
Local	14	*** PERRIN BEITEL	596,863	486,563	(110,300)	-18%
Local	20	*** NEW BRAUNFELS	821,315	736,817	(84,498)	-10%
Local	21	KIRBY / CONVERSE	287,535	286,746	(789)	0%
Local	22	HAYS	225,808	192,510	(33,298)	-15%
Local	24	EAST HOUSTON	351,023	316,246	(34,777)	-10%
Local	25	E. COMMERCE	349,679	356,180	6,501	2%
Local	26	MARTIN LUTHER KING	311,333	291,003	(20,330)	-7%
Local	28	*** PORTER	374,394	344,978	(29,416)	-8%
Local	30	RIGSBY	257,105	249,104	(8,001)	-3%
Local	32	STEVES AVE.	247,845	215,166	(32,679)	-13%
Local	34	SOUTH ST.MARY'S	413,132	399,466	(13,666)	-3%
Local	36	S.PRESA	193,100	165,642	(27,458)	-14%
Local	42	ROOSEVELT	267,429	257,291	(10,138)	-4%
Local	43	SOUTH FLORES	254,922	230,834	(24,088)	-9%
Local	44	PLEASANTON RD.	296,957	287,787	(9,170)	-3%
Local	46	*** COMMERCIAL	118,525	102,922	(15,603)	-13%
Local	51	NOGALITOS	312,355	291,179	(21,176)	-7%
Local	54	SOUTH ALAMO	62,264	38,592	(23,672)	-38%
Local	62	*** KIRK	106,260	106,621	361	0%
Local	66	*** CERALVO	299,319	264,648	(34,671)	-12%
Local	67	LAREDO	128,841	107,859	(20,982)	-16%
Local	68	GUADALUPE	492,290	494,972	2,682	1%
Local	70	CESAR CHAVEZ	36,654	35,336	(1,318)	-4%
Local	75	W. COMMERCE	548,533	531,052	(17,481)	-3%
Local	76	*** WEST COMMERCE	598,946	515,493	(83,453)	-14%
Local	77	MARTIN	135,157	124,942	(10,215)	-8%
Local	79	RUIZ	272,576	275,886	3,310	1%
Local	82	CULEBRA	452,203	410,743	(41,460)	-9%
Local	88	BANDERA	409,598	401,754	(7,844)	-2%
Local	89	*** POPLAR	198,344	212,839	14,495	7%
Local	90	WOODLAWN	267,202	250,149	(17,053)	-6%
Local	95	FREDERICKSBURG RD	245,627	217,364	(28,263)	-12%
Local	96	VANCE JACKSON	491,629	452,727	(38,902)	-8%
Local	97	WEST AVE	338,457	327,352	(11,105)	-3%
Local	502	THOUSAND OAKS	231,932	213,655	(18,277)	-8%
Local	505	BASSE	157,173	122,934	(34,239)	-22%
Local	509	HILDEBRAND	144,866	140,246	(4,620)	-3%
Local	515	SOUTHCROSS	180,106	169,808	(10,298)	-6%
Local	520	ZARZAMORA	1,323,906	1,237,856	(86,050)	-6%
Local	522	BABCOCK	189,387	182,059	(7,328)	-4%
Local	524	GENERAL McMULLEN	546,156	515,941	(30,215)	-6%
Local	534	WURZBACH	470,508	446,736	(23,772)	-5%
Local	550	LOOPER	754,121	715,484	(38,637)	-5%
Local	551	LOOPER	758,305	735,521	(22,784)	-3%
Local	602	NORTH STAR/ MED. CTR	202,655	181,817	(20,838)	-10%
Local	603	MEDICAL CENTER/UTSA	166,627	155,631	(10,996)	-7%
Local	604	MEDICAL CENTER/UNIV. HGTS.	94,286	99,308	5,022	5%
Local	605	UTSA/MAINLAND	36,704	40,574	3,870	11%
Local	606	MED. CENTER/ALAMO RANCH	99,698	92,783	(6,915)	-7%
Local	607	MED. CENTER / INGRAM	74,237	68,026	(6,211)	-8%

Service Type	Route	Route Name	YTD October 2015 to April 2016	YTD October 2016 to April 2017	Difference	% Diff.
Local	609	INGRAM/MAINLAND	67,096	56,694	(10,402)	-16%
Local	610	INGRAM/NW CROSSING	105,129	100,329	(4,800)	-5%
Local	611	VALLEY-HI / KEL-LAC	74,971	73,339	(1,632)	-2%
Local	612	KEL-LAC/WESTLAKES	64,344	53,714	(10,630)	-17%
Local	613	HERITAGE NW / KEL-LAC	138,712	122,012	(16,700)	-12%
Local	614	HIDDEN COVE / KEL-LAC	59,711	53,951	(5,760)	-10%
Local	615	KEL-LAC / HERITAGE PARK	125,515	116,063	(9,452)	-8%
Local	616	SKY HARBOUR/KEL-LAC	101,258	113,413	12,155	12%
Local	617	KEL-LAC / RAINBOW HILLS	91,170	94,889	3,719	4%
Local	618	INGRAM/WESTLAKES	62,203	60,336	(1,867)	-3%
Local	619	KEL-LAC / INDIAN CREEK	60,810	72,852	12,042	20%
Local	620	INGRAM/NWVISTAS	90,526	87,427	(3,099)	-3%
Local	629	** INDUSTRY PARK	-	49,684	49,684	100%
Local	630	*** RANDOLPH/KIRBY/SUNRISE	159,648	60,753	(98,895)	-62%
Local	631	** SUNRISE/SUMMERFEST	-	36,773	36,773	100%
Local	632	*** RANDOLPH/VENTURA	208,142	219,055	10,913	5%
Local	640	VALLEY FORGE	35,848	35,480	(368)	-1%
Local	641	KNOLLCREEK	35,607	37,816	2,209	6%
Local	642	NACOGDOCHES	71,032	59,677	(11,355)	-16%
Local	647	NORTH STAR / H. WURZBACH	74,785	62,383	(12,402)	-17%
Local	648	NORTH STAR / STONE OAK PKWY	86,925	85,999	(926)	-1%
Local	651	DECO DISTRICT / CASTLE HILLS	113,862	108,904	(4,958)	-4%
Local	660	NWVISTAS/UNIVESITY P&R	58,503	58,108	(395)	-1%
Circulator	7	* SIGHTSEER SPECIAL	25,740	-	(25,740)	-100%
Circulator	301	*** VIVA CENTRO	144,282	97,955	(46,327)	-32%
Circulator	305	* BLUE TROLLEY	52,516	-	(52,516)	-100%
Circulator	333	* E OR ENTERTAINMENT	4,792	-	(4,792)	-100%
Circulator	11	** VIVA CULTURE	-	64,742	64,742	100%
Circulator	40	** VIVA MISSIONS	-	31,422	31,422	100%
Commuter	6	US 281	50,949	48,323	(2,626)	-5%
Commuter	48	IH-35 SOUTH	5,922	5,432	(490)	-8%
Commuter	93	IH-10 CROSSROADS / UTSA	110,946	110,530	(416)	0%
Commuter	16	JBSA FT. SAM HOUSTON / USO	8,548	5,103	(3,445)	-40%
Commuter	17	IH-35	187,283	198,410	11,127	6%
Commuter	64	US 90	157,976	160,547	2,571	2%
Commuter	65	**** JBSA LACKLAND AFB/USO	12,664	8,137	(4,527)	-36%
Commuter	94	IH-10 / FIESTA TEXAS	118,386	113,881	(4,505)	-4%
<b>Scheduled Fixed-Route Bus</b>			<b>22,804,982</b>	<b>21,445,105</b>	<b>(1,359,877)</b>	<b>-6%</b>
VIATrans		VIATrans Vans	283,028	310,604	27,576	10%
VIATrans		Purchased Service	344,997	328,231	(16,766)	-5%
VIATrans		Will Call Taxi	7,758	8,351	593	8%
VIATrans		Taxi Subsidy	40,120	52,719	12,599	31%
<b>Total VIATrans Paratransit</b>			<b>675,903</b>	<b>699,905</b>	<b>24,002</b>	<b>4%</b>
<b>Total Scheduled Fixed-Route and Paratransit</b>			<b>23,480,885</b>	<b>22,145,010</b>	<b>(1,335,875)</b>	<b>-6%</b>

Factors impacting ridership difference include:

\*Discontinued route

\*\*New route

\*\*\*Significant change in route configuration

\*\*\*\*Weekend only route

## Summary

	YTD October 2015 to April 2016	YTD October 2016 to April 2017	Difference	% Diff.
Primo	1,145,590	1,160,244	14,654	1%
Local	20,779,388	19,440,379	(1,339,009)	-6%
Downtown Circulator	227,330	194,119	(33,211)	-15%
Commuter - Express	652,674	650,363	(2,311)	0%
<b>Total Scheduled Fixed-Route Bus</b>	<b>22,804,982</b>	<b>21,445,105</b>	<b>(1,359,877)</b>	<b>-6%</b>
Total Special Event Fixed-Route Bus	109,755	97,438	(12,317)	-11%
Total VIAtrans Paratransit (includes taxi)	675,903	699,905	24,002	4%
<b>Total Fixed-Route and Paratransit</b>	<b>23,480,885</b>	<b>22,145,010</b>	<b>(1,335,875)</b>	<b>-6%</b>
Total Vanpool	281,337	277,597	(3,740)	-1%
<b>System-Wide Total</b>	<b>23,762,222</b>	<b>22,422,607</b>	<b>(1,339,615)</b>	<b>-6%</b>