

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 - May 2017

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

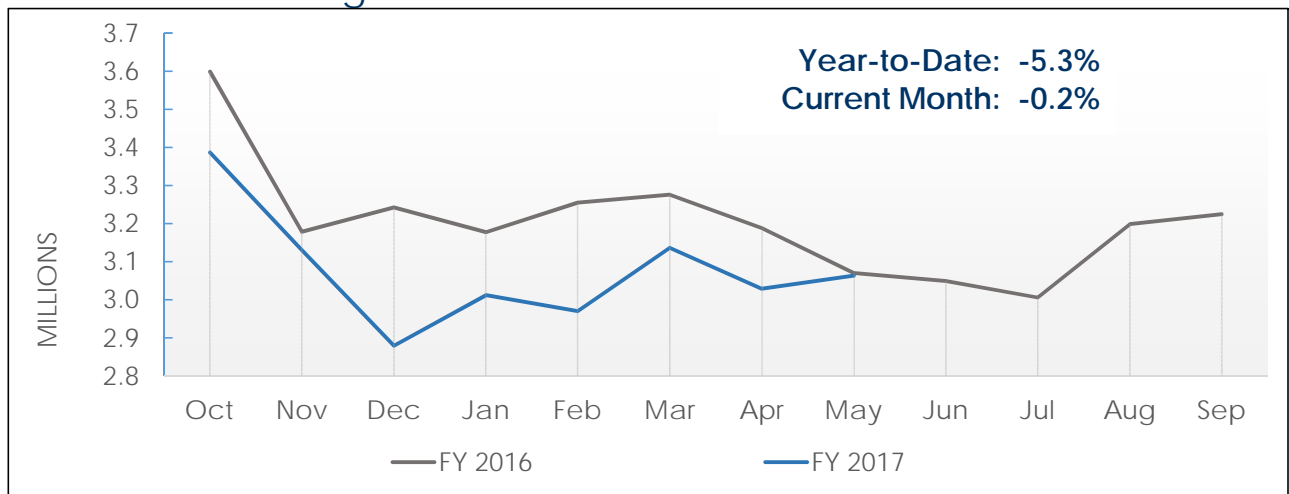
Total Boardings Year-to-Date - **Bus & Paratransit**

25.4 Million

Includes special events and excludes charter service (if any)

Boardings by Month - **Bus Service**

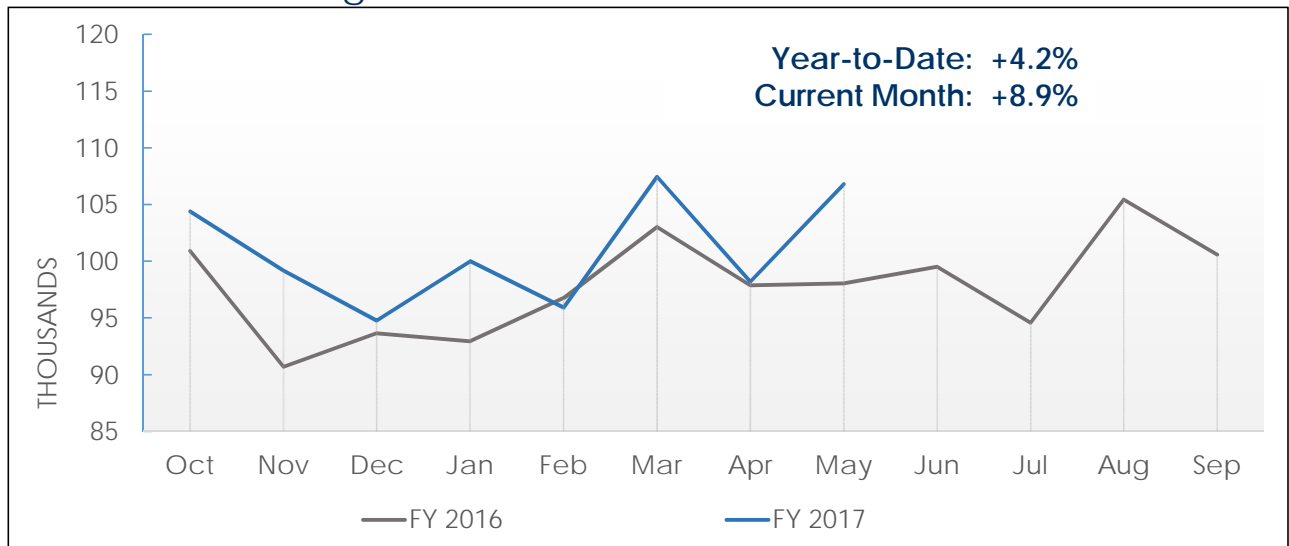
Year-over-Year Figures - FY 2016 & FY 2017



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

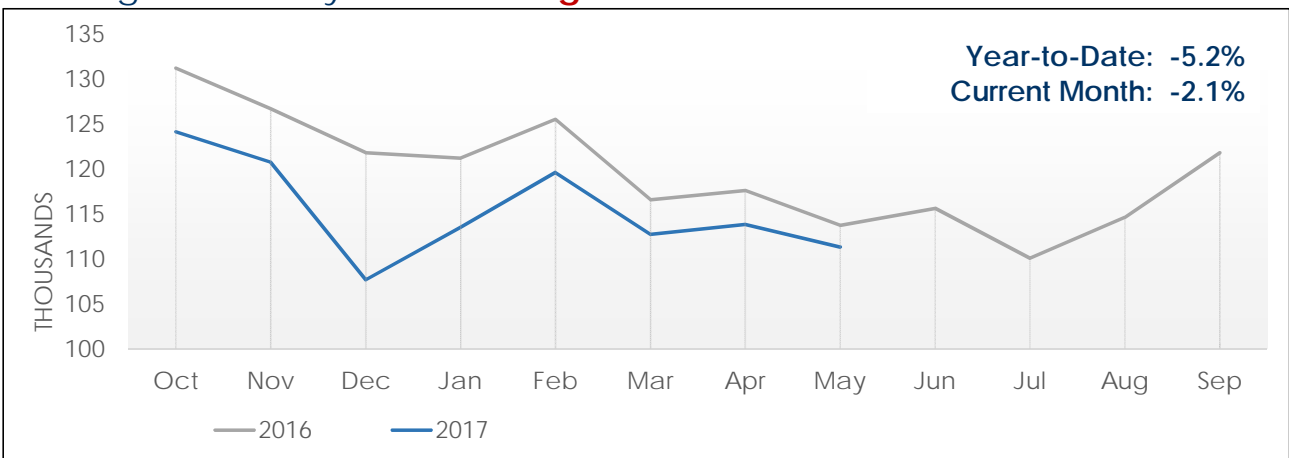
May 2017

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

Average Weekday **Bus Boardings**

115,420 /per day

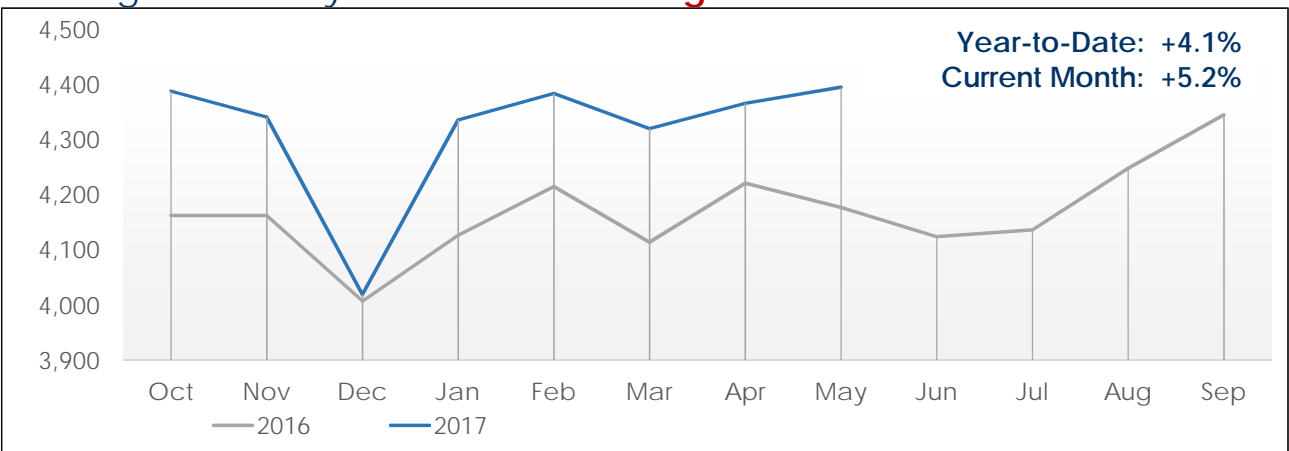
Average Weekday **Bus Boardings**



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 May 2016	2016 to May 2017		
Primo	100	PRIMO FRED RD	1,308,482	1,208,652	(99,830)	-8%
Primo	101	** PRIMO UTSA LEON VALLEY	-	121,948	121,948	100%
Local	2	BLANCO	725,281	664,927	(60,354)	-8%
Local	3	*** SAN PEDRO SKIP	401,355	470,825	69,470	17%
Local	4	*** SAN PEDRO	721,714	604,086	(117,628)	-16%
Local	5	McCULLOUGH	318,012	280,266	(37,746)	-12%
Local	8	N ST MARYS	283,822	264,344	(19,478)	-7%
Local	9	BROADWAY	302,257	292,209	(10,048)	-3%
Local	10	NACO/BROADWAY	311,472	301,423	(10,049)	-3%
Local	14	*** PERRIN BEITEL	679,427	553,601	(125,826)	-19%
Local	20	*** NEW BRAUNFELS	932,704	840,860	(91,844)	-10%
Local	21	KIRBY / CONVERSE	326,676	328,621	1,945	1%
Local	22	HAYS	257,670	220,993	(36,677)	-14%
Local	24	EAST HOUSTON	394,168	360,290	(33,878)	-9%
Local	25	E. COMMERCE	398,197	409,431	11,234	3%
Local	26	MARTIN LUTHER KING	351,252	332,903	(18,349)	-5%
Local	28	*** PORTER	426,234	391,928	(34,306)	-8%
Local	30	RIGSBY	290,947	285,513	(5,434)	-2%
Local	32	STEVES AVE.	278,057	244,718	(33,339)	-12%
Local	34	SOUTH ST.MARY'S	468,765	460,864	(7,901)	-2%
Local	36	S.PRESA	217,811	190,557	(27,254)	-13%
Local	42	ROOSEVELT	304,112	294,862	(9,250)	-3%
Local	43	SOUTH FLORES	289,671	263,819	(25,852)	-9%
Local	44	PLEASANTON RD.	336,754	329,949	(6,805)	-2%
Local	46	*** COMMERCIAL	133,393	118,092	(15,301)	-11%
Local	51	NOGALITOS	353,320	331,779	(21,541)	-6%
Local	54	SOUTH ALAMO	71,149	43,651	(27,498)	-39%
Local	62	*** KIRK	121,815	122,251	436	0%
Local	66	*** CERALVO	332,636	302,952	(29,684)	-9%
Local	67	LAREDO	145,464	123,099	(22,365)	-15%
Local	68	GUADALUPE	562,536	560,755	(1,781)	0%
Local	70	CESAR CHAVEZ	41,310	40,445	(865)	-2%
Local	75	W. COMMERCE	625,769	604,010	(21,759)	-3%
Local	76	*** WEST COMMERCE	670,072	588,017	(82,055)	-12%
Local	77	MARTIN	153,333	144,459	(8,874)	-6%
Local	79	RUIZ	309,988	317,833	7,845	3%
Local	82	CULEBRA	513,347	470,932	(42,415)	-8%
Local	88	BANDERA	466,630	457,064	(9,566)	-2%
Local	89	*** POPLAR	227,831	242,549	14,718	6%
Local	90	WOODLAWN	302,051	283,579	(18,472)	-6%
Local	95	FREDERICKSBURG RD	277,537	249,424	(28,113)	-10%
Local	96	VANCE JACKSON	559,144	516,862	(42,282)	-8%
Local	97	WEST AVE	384,172	374,851	(9,321)	-2%
Local	502	THOUSAND OAKS	262,321	244,303	(18,018)	-7%
Local	505	BASSE	177,170	141,091	(36,079)	-20%
Local	509	HILDEBRAND	164,165	160,539	(3,626)	-2%
Local	515	SOUTHCROSS	203,764	193,852	(9,912)	-5%
Local	520	ZARZAMORA	1,498,745	1,418,292	(80,453)	-5%
Local	522	BABCOCK	214,708	208,627	(6,081)	-3%
Local	524	GENERAL McMULLEN	617,441	586,200	(31,241)	-5%
Local	534	WURZBACH	534,850	511,952	(22,898)	-4%
Local	550	LOOPER	856,087	819,376	(36,711)	-4%
Local	551	LOOPER	863,383	841,195	(22,188)	-3%
Local	602	NORTH STAR/ MED. CTR	229,109	208,004	(21,105)	-9%
Local	603	MEDICAL CENTER/UTSA	188,371	176,884	(11,487)	-6%
Local	604	MEDICAL CENTER/UNIV. HGTS.	107,537	113,350	5,813	5%
Local	605	UTSA/MAINLAND	41,979	47,154	5,175	12%
Local	606	MED. CENTER/ALAMO RANCH	113,721	106,055	(7,666)	-7%
Local	607	MED. CENTER / INGRAM	84,066	78,475	(5,591)	-7%

Service Type	Route	Route Name	YTD October 2015 to May 2016	YTD October 2016 to May 2017	Difference	% Diff.
Local	609	INGRAM/MAINLAND	75,422	64,382	(11,040)	-15%
Local	610	INGRAM/NW CROSSING	120,937	114,905	(6,032)	-5%
Local	611	VALLEY-HI / KEL-LAC	86,142	84,247	(1,895)	-2%
Local	612	KEL-LAC/WESTLAKES	72,147	62,029	(10,118)	-14%
Local	613	HERITAGE NW / KEL-LAC	156,926	137,781	(19,145)	-12%
Local	614	HIDDEN COVE / KEL-LAC	68,662	61,648	(7,014)	-10%
Local	615	KEL-LAC / HERITAGE PARK	141,485	133,255	(8,230)	-6%
Local	616	SKY HARBOUR/KEL-LAC	115,774	130,165	14,391	12%
Local	617	KEL-LAC / RAINBOW HILLS	103,189	107,925	4,736	5%
Local	618	INGRAM/WESTLAKES	71,357	69,622	(1,735)	-2%
Local	619	KEL-LAC / INDIAN CREEK	69,776	84,997	15,221	22%
Local	620	INGRAM/NWVISTAS	101,631	98,559	(3,072)	-3%
Local	629	** INDUSTRY PARK	-	56,640	56,640	100%
Local	630	*** RANDOLPH/KIRBY/SUNRISE	182,346	69,642	(112,704)	-62%
Local	631	** SUNRISE/SUMMERFEST	-	42,290	42,290	100%
Local	632	*** RANDOLPH/VENTURA	235,513	250,996	15,483	7%
Local	640	VALLEY FORGE	40,596	40,138	(458)	-1%
Local	641	KNOLL CREEK	40,882	44,041	3,159	8%
Local	642	NACOGDOCHES	80,106	67,820	(12,286)	-15%
Local	647	NORTH STAR / H. WURZBACH	85,086	71,785	(13,301)	-16%
Local	648	NORTH STAR / STONE OAK PKWY	98,300	98,003	(297)	0%
Local	651	DECO DISTRICT / CASTLE HILLS	128,965	125,583	(3,382)	-3%
Local	660	NWVISTAS/UNIVERSITY P&R	66,609	65,962	(647)	-1%
Circulator	7	* SIGHTSEER SPECIAL	29,264	-	(29,264)	-100%
Circulator	301	*** VIVA CENTRO	164,634	109,299	(55,335)	-34%
Circulator	305	* BLUE TROLLEY	60,063	-	(60,063)	-100%
Circulator	333	* E OR ENTERTAINMENT	5,341	-	(5,341)	-100%
Circulator	11	** VIVA CULTURE	-	74,186	74,186	100%
Circulator	40	** VIVA MISSIONS	-	36,366	36,366	100%
Commuter	6	US 281	58,300	55,658	(2,642)	-5%
Commuter	48	IH-35 SOUTH	6,867	6,205	(662)	-10%
Commuter	93	IH-10 CROSSROADS / UTSA	121,211	120,959	(252)	0%
Commuter	16	JBSA FT. SAM HOUSTON / USO	9,528	5,772	(3,756)	-39%
Commuter	17	IH-35	213,394	225,476	12,082	6%
Commuter	64	*** US 90	180,251	184,321	4,070	2%
Commuter	65	**** JBSA LACKLAND AFB/USO	14,549	9,007	(5,542)	-38%
Commuter	94	IH-10 / FIESTA TEXAS	134,680	130,937	(3,743)	-3%
Scheduled Fixed-Route Bus			25,873,687	24,506,143	(1,367,544)	-5%
VIATrans		VIATrans Vans	326,875	358,461	31,586	10%
VIATrans		Purchased Service	390,912	378,177	(12,735)	-3%
VIATrans		Will Call Taxi	9,053	9,928	875	10%
VIATrans		Taxi Subsidy	47,126	60,153	13,027	28%
Total VIATrans Paratransit			773,966	806,719	32,753	4%
Total Scheduled Fixed-Route and Paratransit			26,647,653	25,312,862	(1,334,791)	-5%

Factors impacting ridership difference include:

*Discontinued route

**New route

***Significant change in route configuration

****Weekend only route

Summary

	YTD October 2015 to May 2016	YTD October 2016 to May 2017	Difference	% Diff.
Primo	1,308,482	1,330,600	22,118	2%
Local	23,567,123	22,217,357	(1,349,766)	-6%
Downtown Circulator	259,302	219,851	(39,451)	-15%
Commuter - Express	738,780	738,335	(445)	0%
Total Scheduled Fixed-Route Bus	25,873,687	24,506,143	(1,367,544)	-5%
Total Special Event Fixed-Route Bus	110,951	99,394	(11,557)	-10%
Total VIAtrans Paratransit (includes taxi)	773,966	806,719	32,753	4%
Total Fixed-Route and Paratransit	26,647,653	25,312,862	(1,334,791)	-5%
Total Vanpool	322,426	320,904	(1,522)	0%
System-Wide Total	26,970,079	25,633,766	(1,336,313)	-5%