

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 - August 2017

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

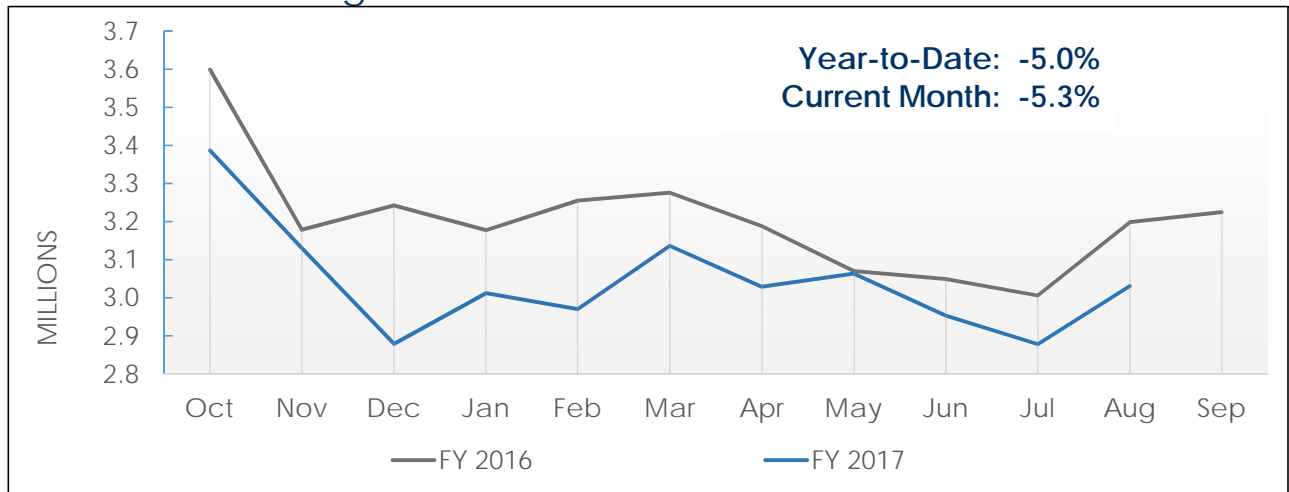
Total Boardings Year-to-Date - **Bus & Paratransit**

34.6 Million

Includes special events and excludes charter service (if any)

Boardings by Month - **Bus Service**

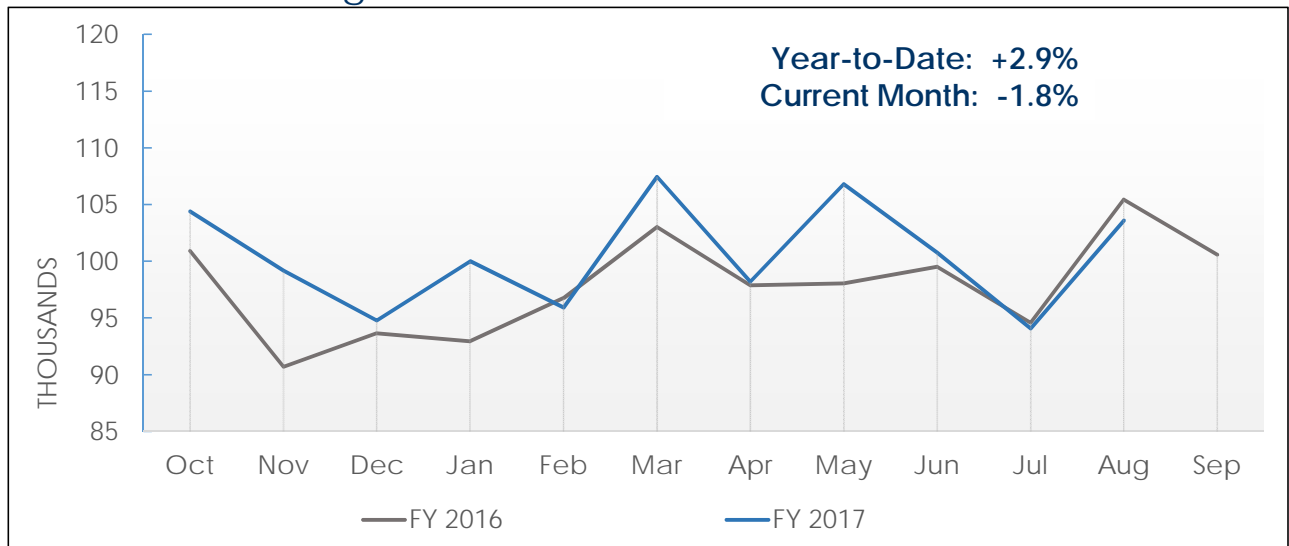
Year-over-Year Figures - FY 2016 & FY 2017



Includes special events and excludes charter service (if any)

Boardings by Month - **Paratransit Service**

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



Includes taxicab



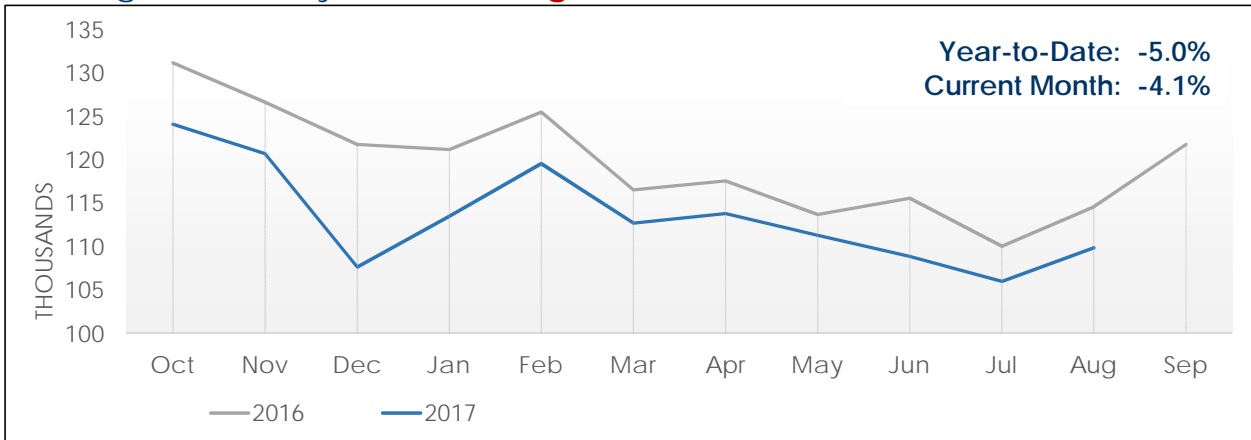
Average Weekday Ridership August 2017

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

Average Weekday **Bus Boardings**

109,856 /per day

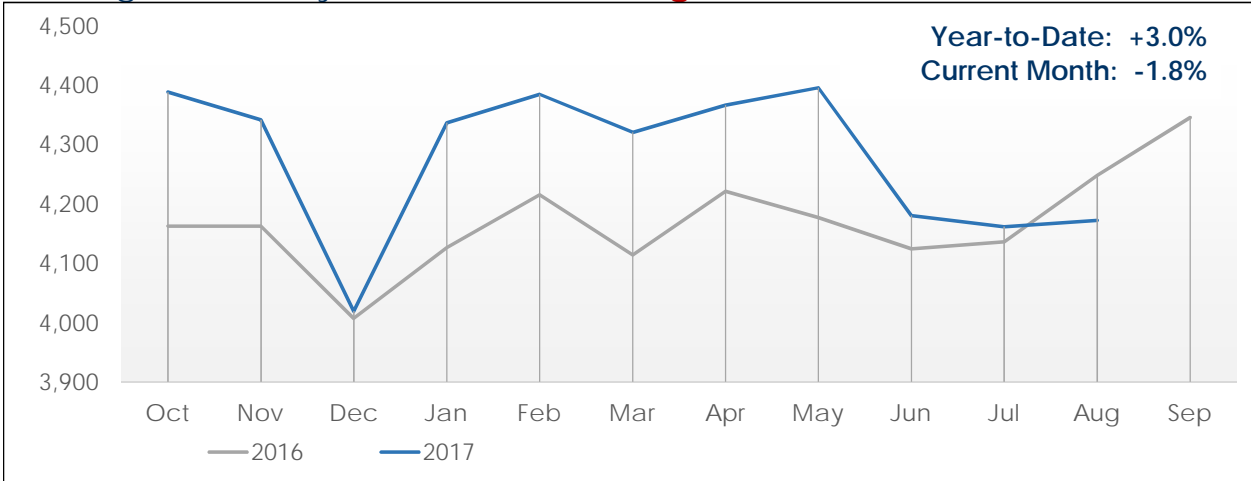
Average Weekday **Bus Boardings**



Average Weekday **Paratransit Boardings**

4,172 /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 August 2016	2016 to August 2017		
Primo	100	PRIMO FRED RD	1,817,552	1,638,450	(179,102)	-10%
Primo	101	** PRIMO UTSA LEON VALLEY	-	198,609	198,609	100%
Local	2	BLANCO	963,720	907,316	(56,404)	-6%
Local	3	*** SAN PEDRO SKIP	566,425	626,528	60,103	11%
Local	4	*** SAN PEDRO	957,158	812,895	(144,263)	-15%
Local	5	McCULLOUGH	430,756	385,103	(45,653)	-11%
Local	8	N ST MARYS	388,970	360,132	(28,838)	-7%
Local	9	BROADWAY	412,220	397,819	(14,401)	-3%
Local	10	NACO/BROADWAY	427,016	411,416	(15,600)	-4%
Local	14	*** PERRIN BEITEL	902,414	755,740	(146,674)	-16%
Local	20	*** NEW BRAUNFELS	1,249,157	1,137,549	(111,608)	-9%
Local	21	KIRBY / CONVERSE	444,539	442,479	(2,060)	0%
Local	22	HAYS	349,330	306,706	(42,624)	-12%
Local	24	EAST HOUSTON	522,567	488,061	(34,506)	-7%
Local	25	E. COMMERCE	543,335	558,803	15,468	3%
Local	26	MARTIN LUTHER KING	473,838	451,342	(22,496)	-5%
Local	28	*** PORTER	586,478	529,737	(56,741)	-10%
Local	30	RIGSBY	390,393	390,124	(269)	0%
Local	32	STEVES AVE.	366,113	321,788	(44,325)	-12%
Local	34	SOUTH ST.MARY'S	632,102	631,036	(1,066)	0%
Local	36	S.PRESA	292,210	257,800	(34,410)	-12%
Local	42	ROOSEVELT	414,946	406,541	(8,405)	-2%
Local	43	SOUTH FLORES	388,537	356,923	(31,614)	-8%
Local	44	PLEASANTON RD.	461,879	449,266	(12,613)	-3%
Local	46	*** COMMERCIAL	179,360	163,590	(15,770)	-9%
Local	51	NOGALITOS	479,769	446,153	(33,616)	-7%
Local	54	SOUTH ALAMO	92,247	58,699	(33,548)	-36%
Local	62	*** KIRK	168,687	169,978	1,291	1%
Local	66	*** CERALVO	434,283	400,073	(34,210)	-8%
Local	67	LAREDO	198,420	169,887	(28,533)	-14%
Local	68	GUADALUPE	768,435	753,989	(14,446)	-2%
Local	70	CESAR CHAVEZ	56,067	55,542	(525)	-1%
Local	75	W. COMMERCE	868,899	831,320	(37,579)	-4%
Local	76	*** WEST COMMERCE	901,585	799,251	(102,334)	-11%
Local	77	MARTIN	209,654	199,892	(9,762)	-5%
Local	79	RUIZ	430,724	433,145	2,421	1%
Local	82	CULEBRA	687,671	635,310	(52,361)	-8%
Local	88	BANDERA	635,681	614,734	(20,947)	-3%
Local	89	*** POPLAR	314,697	325,515	10,818	3%
Local	90	WOODLAWN	409,114	375,250	(33,864)	-8%
Local	95	FREDERICKSBURG RD	376,217	340,038	(36,179)	-10%
Local	96	VANCE JACKSON	761,913	711,340	(50,573)	-7%
Local	97	WEST AVE	526,146	516,185	(9,961)	-2%
Local	502	THOUSAND OAKS	351,936	334,628	(17,308)	-5%
Local	505	BASSE	239,377	195,267	(44,110)	-18%
Local	509	HILDEBRAND	222,091	215,744	(6,347)	-3%
Local	515	SOUTHCROSS	273,801	261,242	(12,559)	-5%
Local	520	ZARZAMORA	2,034,166	1,937,228	(96,938)	-5%
Local	522	BABCOCK	288,260	280,886	(7,374)	-3%
Local	524	GENERAL McMULLEN	827,191	789,480	(37,711)	-5%
Local	534	WURZBACH	730,989	700,219	(30,770)	-4%
Local	550	LOOPER	1,163,766	1,121,788	(41,978)	-4%
Local	551	LOOPER	1,177,950	1,150,820	(27,130)	-2%
Local	602	NORTH STAR/ MED. CTR	306,548	287,450	(19,098)	-6%
Local	603	MEDICAL CENTER/UTSA	259,914	244,060	(15,854)	-6%
Local	604	MEDICAL CENTER/UNIV. HGTS.	149,007	157,919	8,912	6%
Local	605	UTSA/MAINLAND	58,494	66,619	8,125	14%
Local	606	MED. CENTER/ALAMO RANCH	155,581	144,171	(11,410)	-7%
Local	607	MED. CENTER / INGRAM	114,479	106,444	(8,035)	-7%

Service Type	Route	Route Name	YTD October	YTD October	Difference	% Diff.
			2015 to August 2016	2016 to August 2017		
Local	609	INGRAM/MAINLAND	102,705	86,756	(15,949)	-16%
Local	610	INGRAM/NW CROSSING	167,637	154,501	(13,136)	-8%
Local	611	VALLEY-HI / KEL-LAC	119,786	116,071	(3,715)	-3%
Local	612	KEL-LAC/WESTLAKES	93,726	84,848	(8,878)	-9%
Local	613	HERITAGE NW / KEL-LAC	210,690	182,672	(28,018)	-13%
Local	614	HIDDEN COVE / KEL-LAC	95,395	87,316	(8,079)	-8%
Local	615	KEL-LAC / HERITAGE PARK	187,006	176,473	(10,533)	-6%
Local	616	SKY HARBOUR/KEL-LAC	156,639	181,072	24,433	16%
Local	617	KEL-LAC / RAINBOW HILLS	140,402	143,859	3,457	2%
Local	618	INGRAM/WESTLAKES	96,812	95,487	(1,325)	-1%
Local	619	KEL-LAC / INDIAN CREEK	97,037	117,049	20,012	21%
Local	620	INGRAM/NWVISTAS	134,912	130,627	(4,285)	-3%
Local	629	** INDUSTRY PARK	2,424	77,172	74,748	3084%
Local	630	*** RANDOLPH/KIRBY/SUNRISE	243,171	95,058	(148,113)	-61%
Local	631	** SUNRISE/SUMMERFEST	1,689	57,737	56,048	3318%
Local	632	*** RANDOLPH/VENTURA	310,942	345,775	34,833	11%
Local	640	VALLEY FORGE	55,099	51,941	(3,158)	-6%
Local	641	KNOLLCREEK	53,110	58,102	4,992	9%
Local	642	NACOGDOCHES	108,771	91,920	(16,851)	-15%
Local	647	NORTH STAR / H. WURZBACH	114,877	99,939	(14,938)	-13%
Local	648	NORTH STAR / STONE OAK PKWY	134,599	133,962	(637)	0%
Local	651	DECO DISTRICT / CASTLE HILLS	169,703	168,141	(1,562)	-1%
Local	660	NWVISTAS/UNIVESITY P&R	90,041	88,599	(1,442)	-2%
Circulator	7	* SIGHTSEER SPECIAL	29,722	-	(29,722)	-100%
Circulator	301	*** VIVA CENTRO	237,557	150,609	(86,948)	-37%
Circulator	305	* BLUE TROLLEY	61,135	-	(61,135)	-100%
Circulator	333	* E OR ENTERTAINMENT	5,393	-	(5,393)	-100%
Circulator	11	** VIVA CULTURE	28,752	102,511	73,759	257%
Circulator	40	** VIVA MISSIONS	9,661	49,365	39,704	411%
Commuter	6	US 281	80,687	75,572	(5,115)	-6%
Commuter	48	IH-35 SOUTH	9,367	8,377	(990)	-11%
Commuter	93	IH-10 CROSSROADS / UTSA	158,097	158,845	748	0%
Commuter	16	JBSA FT. SAM HOUSTON / USO	12,826	7,713	(5,113)	-40%
Commuter	17	IH-35	299,397	305,767	6,370	2%
Commuter	64	*** US 90	252,545	256,630	4,085	2%
Commuter	65	**** JBSA LACKLAND AFB/USO	18,372	11,650	(6,722)	-37%
Commuter	94	IH-10 / FIESTA TEXAS	197,367	192,727	(4,640)	-2%
Scheduled Fixed-Route Bus			35,122,825	33,360,862	(1,761,963)	-5%
VIATrans		VIATrans Vans	460,869	491,769	30,900	7%
VIATrans		Purchased Service	531,844	518,188	(13,656)	-3%
VIATrans		Will Call Taxi	12,899	14,298	1,399	11%
VIATrans		Taxi Subsidy	67,892	80,895	13,003	19%
Total VIATrans Paratransit			1,073,504	1,105,150	31,646	3%
Total Scheduled Fixed-Route and Paratransit			36,196,329	34,466,012	(1,730,317)	-5%

Factors impacting ridership difference include:

*Discontinued route

**New route

***Significant change in route configuration

****Weekend only route

Summary

	YTD October 2015 to August 2016	YTD October 2016 to August 2017	Difference	% Diff.
Primo	1,817,552	1,837,059	19,507	1%
Local	31,904,395	30,204,037	(1,700,358)	-5%
Downtown Circulator	372,220	302,485	(69,735)	-19%
Commuter - Express	1,028,658	1,017,281	(11,377)	-1%
Total Scheduled Fixed-Route Bus	35,122,825	33,360,862	(1,761,963)	-5%
Total Special Event Fixed-Route Bus	114,593	104,870	(9,723)	-8%
Total VIAtrans Paratransit (includes taxi)	1,073,504	1,105,150	31,646	3%
Total Fixed-Route and Paratransit	36,196,329	34,466,012	(1,730,317)	-5%
Total Vanpool	448,929	453,902	4,973	1%
System-Wide Total	36,645,258	34,919,914	(1,725,344)	-5%