

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	April 15, 2024, Board Report
CONTACT	Richard Appelhanz
RECOMMENDATION	Maintain awareness of changes in ridership
SUMMARY	Ridership reports for the month of March, 2024.
FISCAL IMPACT (Current and Future)	N/A
PRIORITY/GOAL	N/A
ATTACHMENTS	Planning Combined Report

Ridership Table

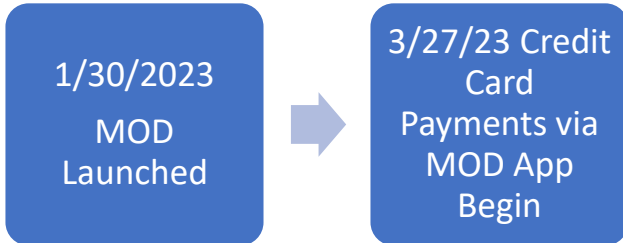
		Mar 2024	% Change	FY2024 To Date	% Change	Mar 2023	FY2023 To Date	Mar 2022	FY2022 To Date
Passengers									
Fixed Route									
Line #									
1	Adult 1 & 10 Ride, 31 Day	8,868	205.2%	58,877	195.1%	2,906	19,951	2,752	21,940
2	Adult 24 Hr	13,173	-40.5%	152,024	-4.5%	22,155	159,245	14,163	144,218
3	Annual	1,209	-	7,754	36823.8%	0	21	0	12
4	<i>Full Fare Subtotal</i>	23,250	-7.2%	218,655	22.0%	25,061	179,217	16,915	166,170
5	Reduced	14,877	-39.7%	156,827	-10.5%	24,655	175,135	12,627	113,015
6	24Hr Reduced	16,749	191.9%	104,783	280.3%	5,738	27,553	2,715	13,636
7	<i>Reduced Subtotal</i>	31,626	4.1%	261,610	29.1%	30,393	202,688	15,342	126,651
8	Student	6,616	45.5%	79,638	100.3%	4,547	39,764	4,029	44,104
9	Student 24Hr	387	-76.1%	8,740	98.7%	1,621	4,399	2,227	62,523
10	<i>Student Subtotal</i>	7,003	13.5%	88,378	100.1%	6,168	44,163	6,256	106,627
11	Washburn	2,507	-53.3%	30,425	-27.0%	5,366	41,692	5,586	47,542
12	City Employees	0	-100.0%	0	-100.0%	12	12	14	14
13	Flex	0	#DIV/0!	0	-100.0%	0	117	28	215
14	Promotions	0	-100%	195,207	609921.9%	1	32	8	165
16	Freedom Pass	383	-13.3%	3,129	5.1%	442	2,978	335	3,356
17	Other Non-Rev (includes ride-through)	10,787	-30.5%	109,522	-2.1%	15,528	111,862	6,674	56,289
18	<i>Non-Revenue Subtotal</i>	11,170	-30.1%	117,025	1.9%	15,971	114,872	7,017	59,810
19	Total Fixed Route	75,556	-8.9%	716,093	22.9%	82,959	582,749	51,144	507,015
Paratransit									
20	TMTA Operated	1,808	4.7%	14,912	12.6%	1,727	13,247	1,300	10,959
21	<i>Ambulatory</i>	509	37.6%	3,178	7.7%	370	2,951	279	2,061
22	<i>Wheelchair</i>	1,157	-1.6%	10,364	16.8%	1,176	8,876	904	7,676
23	<i>PCA</i>	142	-21.5%	1,370	-3.5%	181	1,420	117	1,222
24	Taxi Service	1,599	-32.3%	16,489	-14.5%	2,361	19,296	2,000	18,872
25	<i>Ambulatory</i>	1,370	-27.6%	13,909	-7.4%	1,893	15,014	1,692	15,963
26	<i>Wheelchair</i>	169	-15.5%	1,678	1.8%	200	1,648	0	0
27	<i>PCA</i>	60	-77.6%	902	-65.8%	268	2,634	308	2,909
28	Total Paratransit	3,407	-16.7%	31,401	-3.5%	4,088	32,543	3,300	29,831
Revenue Hours									
29	Fixed Route	3,487	-26.0%	33,302	-16.6%	4,711	39,947	4,729	39,911
30	TMTA Paratransit	792	17.5%	6,379	20.1%	674	5,310	577	4,943
31	Taxi Paratransit	500	-17.6%	4,726	-3.3%	607	4,887	523	523
32	Total Revenue Hours	4,779	-20.2%	44,407	-11.4%	5,992	50,144	5,829	45,377
Revenue Miles									
33	Fixed Route	51,765	-26.3%	494,686	-17.0%	70,196	596,320	70,528	595,745
34	TMTA Paratransit	11,162	17.2%	86,288	16.5%	9,524	74,055	7,172	60,096
35	Taxi Paratransit	7,074	-22.3%	68,718	-5.5%	9,110	72,700	7,675	71,657
36	Total Revenue Miles	70,001	-21.2%	649,692	-12.6%	88,830	743,075	85,375	727,498
Speed MPH									
37	Fixed Route	14.8	-0.4%			14.9		14.9	
38	TMTA Paratransit	14.1	-0.3%			14.1		12.4	
39	Taxi Paratransit	14.1	-5.7%			15.0		14.7	
Microtransit									
40	Completed Boardings	712.0							
41	Avg Boardings per Service Hou	2.2							
42	Avg Travel Distance	2.2	miles						
43	Mean Wait Time	10.8	min						
44	Bookings from Mobile App	61.1	%						
45	Bookings from Rider App	2.4	%						

Key	Adult 1 & 10 Ride, 31 Day	Adult 1 Ride, Adult 10 Ride, Adult 31 Day
	Adult 24 Hr	24 Hour Adult, 24 Hour Full, Courtesy 24 Hour Pass
	Annual	Annual Pass
	Reduced	Reduced 31 Day, Reduced 10 Ride, Reduced 1 Ride
	24 Hr Reduced	24 Hr Reduced
	Student	High School Students, 31 Day Student, Student 10 Ride, Student 1 Ride, Kids Ride Free
	Student 24 Hr	24 Hour Student
	Washburn	Washburn Tech, Washburn University
	Other Non-Rev	Ride Thru, Short Fare/Auto Collect, No Fare, Free 1 Ride

MOD Metrics

January 1st 2024 – March 31st, 2024

MOD Timeline:



Service Information:

	Jan	Feb	Mar
Number of Completed Rides	731	827	712
Average Number of Passengers Per Service Day	28.12	33.08	25.43
Average Passenger Boardings Per Service Hour	2.22	2.61	2.18
Median Wait Time (minute)	8.87	8.58	8.46
Average Number of Requests Per Rider	10.91	10.34	10.79
Total Number of Registered Accounts*	1,174	1,254	1,336
Active Users	67	80	66
Percentage of Rides Requested Via MOD App - Smartphone	71%	66%	61%

Percentage of Rides Requested Via MOD App – Web	5%	9%	2%
Percentage of Rides Requested Via Call to Scheduling	24%	25%	37%
Percentage Paying with Cash	57%	64%	71%
Percentage Paying with Credit Card	43%	36%	29%

Riders are using the service for shopping, work, medical appointments, haircuts, tax appointments, and more.

<u>Top 5 Pick Up Locations:</u>	<u>Top 5 Drop Off Locations:</u>
Dillons East-64	Dillons East-87
Walmart East-59	Walmart East-50
Residence-39	Kansas Motor Carriers Association (29 th & Topeka)-23
Residence-34	Residence-22
Highland Hills South Apartment-27	Arby's (29 th and California)-20