

# **Capital Metro Monthly Ridership Report**

**September 2017  
(Fiscal Year-end 2017)**



# Ridership Summary

This is a summary of Capital Metro system-wide ridership statistics for fiscal year-end and the month of September 2017 by mode of service.

## September Total Boardings by Mode

Mode	Sep-16	Sep-17	Sep 16 to Sep 17	YTD 2016	YTD 2017	YTD Change
Total Fixed Route	2,014,719	1,859,010	-7.7%	22,342,908	21,932,011	-1.8%
Total Special Events	9,325	4,085	-56.2%	215,850	158,889	-26.4%
Total MetroAccess	55,903	56,500	1.1%	672,825	674,098	0.2%
Total UT Shuttle	394,794	322,727	-18.3%	3,297,794	2,501,056	-24.2%
Total Rideshare	39,421	36,312	-7.9%	432,537	459,555	6.2%
Total MetroRail	69,931	69,360	-0.8%	807,816	824,703	2.1%
Total MetroRapid	255,475	365,815	43.2%	2,712,657	3,400,358	25.4%
<b>Total System</b>	<b>2,839,567</b>	<b>2,713,811</b>	<b>-4.4%</b>	<b>30,482,386</b>	<b>29,950,671</b>	<b>-1.7%</b>

## September Average Daily Boardings by Mode

Mode	Weekday			Saturday			Sunday		
	Sep-16	Sep-17	Sep 16 to Sep 17	Sep-16	Sep-17	Sep 16 to Sep 17	Sep-16	Sep-17	Sep 16 to Sep 17
Total Fixed Route	77,963	72,807	-6.6%	49,956	46,872	-6.2%	35,507	33,702	-5.1%
Total Special Events	443	142	-68.1%	1	123	9724.0%	3	128	-
Total MetroAccess	2,268	2,309	1.8%	803	1,084	35.0%	688	979	42.4%
Total UT Shuttle	18,670	16,021	-14.2%	-	-	#DIV/0!	546	462	-15.4%
Total Rideshare	1,314	1,210	-7.9%	1,314	1,210	-7.9%	1,314	1,211	-7.9%
Total MetroRail	2,990	3,050	2.0%	1,783	1,671	-6.3%	-	-	-
Total MetroRapid	10,369	14,310	38.0%	5,034	9,218	83.1%	3,519	6,703	90.5%

## Year-end Average Daily Boardings by Mode

Mode	Weekday			Saturday			Sunday		
	FY2016	FY2017	FY16 to FY17	FY2016	FY2017	FY16 to FY17	FY2016	FY2017	FY16 to FY17
Total Fixed Route	71,065	69,656	-2.0%	44,680	44,629	-0.1%	31,742	31,151	-1.9%
Total Special Events	205	99	-51.9%	2,523	1,975	-21.7%	361	362	-
Total MetroAccess	2,231	2,239	0.4%	1,008	1,015	0.7%	886	877	-1.1%
Total UT Shuttle	15,488	12,109	-21.8%	350	196	-44.0%	622	492	-20.9%
Total Rideshare	1,184	1,260	6.4%	1,171	1,254	7.1%	1,182	1,258	6.4%
Total MetroRail	2,837	2,904	2.4%	1,450	1,427	-1.6%	81	81	-
Total MetroRapid	8,923	10,976	23.0%	4,835	6,536	35.2%	3,103	4,403	41.9%

*All tables reflect ridership data as of October 18, 2017.*

The table below shows the factors that have potential impacts on ridership in the current month. Other peer agencies have shown this type of information is useful to explain ridership changes.

### Factors Affecting Ridership this Month

Factor	Service Level	September 2016	September 2017	Impact
<b>Calendar Mix (FR, Rail, Rapid)</b>	Weekday	21	20	<b>-1</b>
	Saturday	4	5	<b>1</b>
	Sunday	5	5	<b>0</b>
<b>Calendar Mix (UT Shuttle Full Service)</b>	Weekday	21	20	<b>-1</b>
	Sunday	3	3	<b>0</b>
<b>Weather Impact</b>	Weekday	3	4	<b>1</b>
	Saturday	2	0	<b>-2</b>
	Sunday	2	0	<b>-2</b>
<b>Special Events</b>	Fixed Route	0	0	<b>0</b>
	MetroRail	1	1	<b>0</b>
	MetroRapid	0	0	<b>0</b>
<b>Fuel Prices*</b>	All	2.05	2.60	<b>27%</b>

\* Average monthly Gulf Coast All Grades Reformulated (<http://www.eia.gov/petroleum/gasdiesel/>)

**Red** indicates potential negative impact on ridership

**Green** indicates potential positive impact on ridership

### Ridership Overview

#### ***Fiscal Year 2017***

System-wide ridership is down 1.7% for the year. Discounting the challenges with UT Shuttle, system ridership would have been up 1% for the year. Average weekday was down 2.4%.

#### **Fixed Route**

Total annual Fixed Route ridership was down 1.8% from FY2016. Average weekday was down 2%.

#### **MetroAccess**

MetroAccess held steady in FY2017 and was up just 0.2% compared to FY2016.

### **UT Shuttle**

For FY2017, UT Shuttle showed a 24.2% decrease from FY2016. UT Shuttle service levels continue to be reduced due to the university's budget challenges, influencing system ridership decline. In addition, several routes were on long-term detour affecting ridership near campus. This rerouting is now permanent, however two of these services will now only serve the periphery of the campus and not return to operate through its center (thus it is not anticipated the ridership will return to previous levels).

### **RideShare**

One stand out service for FY2017 was vRide with its continued increase in ridership. Ridership was up 6.3% from FY2016. The program continues to successfully attract new groups with a fare structure more attractive to "regional" riders. There are now over 230 vehicles in the RideShare program, up from over 215 in FY2016.

### **MetroRail**

MetroRail ridership was up 2.1% from FY2016. Average weekday was up 2.4%. Peak service is at maximum capacity. Upgrades to this service will come in 2018.

### **MetroRapid**

The other stand out service for FY2017 is MetroRapid. This service was up 25.4% from FY2016. Average weekday was up 23%. Premium fares were eliminated on MetroRapid in January 2017 and enhanced frequency was implemented in August 2017.

### ***September 2017***

System-wide ridership was down 4.4% compared to September 2016. Average weekday was also down 3.7%. There was one less weekday this September compared to last affecting September results. Fuel prices are inching up. UT Shuttle operated 5% fewer service hours this September compared to last. Excluding UT Shuttle effects, ridership would have been down only 2.2%.

Connections 2025 plan was adopted by the board and is moving into implementation phase with public meetings continuing through October.

### **Fixed Route & MetroRapid**

Total month Fixed Route ridership was down 7.7% from September 2016. Average weekday was down 6.6%. Since the fare reduction on Rapid, riders have been moving over to that service.

MetroRapid saw an increase of 43.2% from September 2016. Average weekday was up 38%. This increase is related to the fare reduction, eliminating the Premium fare with riders moving over from other services operating in the same corridor. Enhanced frequency also added to the MetroRapid increase in September.

Looking at Fixed Route and MetroRapid bus services combined ridership was only down 2% from September 2016.

### **Round Rock**

As a part of Fixed Route service, Capital Metro began providing service to the City of Round Rock in August 2017. For the first full month of service in September, there were over 4,000 boardings.

### **Georgetown**

For the new service in Georgetown in September, there were 346 boardings on the Georgetown paratransit service and 1,583 boardings.

### **MetroAccess**

MetroAccess showed an increase for September 2017 and was up 1.7% compared to last year. MetroAccess continues with efforts to manage this high cost service through eligibility evaluations, travel training, and pathway assessment.

### **UT Shuttle**

For September 2017, UT Shuttle showed an 18.3% decrease from last September. There were 5% fewer revenue hours operated as well. Capital Metro continues to evaluate UT Shuttle service and potential strategies for increasing ridership.

### **RideShare**

The vRide program showed an 7.9% decrease for September.

### **MetroRail**

MetroRail ridership was down 0.8%% from September 2016, while average weekday ridership was up 2.0% from the same period. MetroRail is at capacity during peak periods

and this service has maintained steady ridership levels over the past year. Upgrades to this service will come in 2018.