

# **Capital Metro Monthly Ridership Report**

**November 2017  
(Fiscal Year 2018)**



# Ridership Summary

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

## November Total Boardings by Mode

Mode	Nov-16	Nov-17	Nov 16 to Nov 17	YTD 2017	YTD 2018	YTD Change
Total Fixed Route	1,891,759	1,742,130	-7.9%	3,984,303	3,682,577	-7.6%
Total Special Events	817	172	-78.9%	135,792	122,233	-10.0%
Total MetroAccess	53,877	56,176	4.3%	110,134	116,524	5.8%
Total UT Shuttle	339,363	287,060	-15.4%	713,495	635,862	-10.9%
Total Rideshare	36,274	39,653	9.3%	76,021	82,014	7.9%
Total MetroRail	60,584	63,756	5.2%	143,406	146,677	2.3%
Total MetroRapid	232,305	355,810	53.2%	522,316	754,251	44.4%
<b>Total System</b>	<b>2,614,980</b>	<b>2,544,756</b>	<b>-2.7%</b>	<b>5,685,468</b>	<b>5,540,137</b>	<b>-2.6%</b>

## November Average Daily Boardings by Mode

Mode	Weekday			Saturday			Sunday		
	Nov-16	Nov-17	Nov 16 to Nov 17	Nov-16	Nov-17	Nov 16 to Nov 17	Nov-16	Nov-17	Nov 16 to Nov 17
Total Fixed Route	74,866	69,210	-7.6%	47,205	42,720	-9.5%	31,681	28,865	-8.9%
Total Special Events	25	8	-67.2%	63	2	-97.5%	-	-	0.0%
Total MetroAccess	2,266	2,344	3.4%	920	1,003	9.0%	791	857	8.3%
Total UT Shuttle <sup>1</sup>	16,800	14,954	-11.0%	-	-	0.0%	672	733	9.1%
Total Rideshare <sup>2</sup>	1,209	1,931	59.7%	1,209	180	-85.1%	1,209	77	-93.6%
Total MetroRail	2,840	2,969	4.6%	758	874	15.3%	-	-	0.0%
Total MetroRapid	9,652	14,110	46.2%	4,762	8,549	79.5%	3,092	6,173	99.6%

<sup>1</sup> UT no service day before Thanksgiving

<sup>2</sup> Rideshare 2016 month total divided by total days in month whether wk, sa, su; 2017 each service day type broken down for more accurate representation of each day type; No service Thanksgiving or Day after

***All tables reflect ridership data as of December 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	November 2016	November 2017	Impact
<b>Calendar Mix (FR, Rail, Rapid)</b>	Weekday	20	20	<b>0</b>
	Saturday	5	5	<b>0</b>
	Sunday	5	5	<b>0</b>
<b>Calendar Mix (UT Shuttle Full Service)</b>	Weekday	20	19	<b>-1</b>
	Sunday	3	3	<b>0</b>
<b>Weather Impact</b>	Weekday	8	1	<b>-7</b>
	Saturday	2	0	<b>-2</b>
	Sunday	1	1	<b>0</b>
<b>Special Events (Rail-Pecan St/ACL; Rapid-ACL)</b>	Fixed Route	0	0	<b>0</b>
	MetroRail	0	0	<b>0</b>
	MetroRapid	0	0	<b>0</b>
<b>Fuel Prices*</b>	All	2.06	2.34	<b>14%</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

#### ***November 2017***

System-wide ridership was down 2.7% compared to November 2016. Average weekday was also down 2.7%. There were the same number of weekdays compared to last November. Fuel prices continue inching up.

The Board passed the proposed service changes for June 2018 which includes many of the recommendations from Connections 2025. The new services include additional high frequency routes, more direct routing and better connections.

## **Fixed Route & MetroRapid**

Total month Fixed Route ridership was down 7.9% from November 2016. Average weekday was down 7.5%. Since the fare reduction on Rapid, riders have been moving over to that service.

MetroRapid saw an increase of 53.2% from November 2016. Average weekday was up 46.2%. 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 November.

Looking at Fixed Route and MetroRapid bus services combined ridership was only down 1.2% from November 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 third full month of service in November, there were over 4,600 boardings. This slight reduction from October is typical as the holiday season begins in November.

## **Georgetown**

For the new fixed route service in Georgetown in November, there were 1,324 boardings.

## **MetroAccess**

MetroAccess showed an increase for November 2017 and was up 4.3% 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 November 2017, UT Shuttle showed a 15.4% decrease from last November. UT Shuttle did not operate the day before Thanksgiving, one day less than last year. Capital Metro continues to evaluate UT Shuttle service and potential strategies for increasing ridership.

## **RideShare**

The vRide program is going strong and showed a 9.3% increase for November.

## **MetroRail**

MetroRail ridership was up 5.2% from November 2016 and average weekday ridership was up 4.6% 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 January 2018.