

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

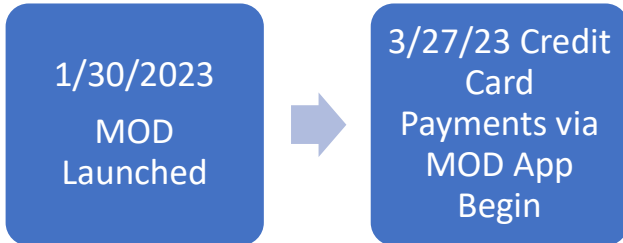
ITEM	September 16, 2024, Board Report
CONTACT	Richard Appelhanz
RECOMMENDATION	Maintain awareness of changes in ridership
SUMMARY	Ridership reports for the month of August, 2024.
FISCAL IMPACT (Current and Future)	N/A
PRIORITY/GOAL	N/A
ATTACHMENTS	Planning Combined Report

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 – August 31st, 2024

MOD Timeline:



Service Information:

	Jan	Feb	Mar	Apr	May	June	July	Aug
Number of Completed Rides	731	827	712	805	754	875	790	889
Average Number of Passengers Per Service Day	28.12	33.08	25.43	30.96	29.00	35.00	30.38	32.93
Average Passenger Boardings Per Service Hour	2.22	2.61	2.18	2.44	2.29	2.79	2.40	2.62
Median Wait Time (minute)	8.87	8.58	8.46	8.12	8.42	8.13	8.65	8.32
Average Number of Requests Per Rider	10.91	10.34	10.79	10.45	9.43	11.36	10.68	10.84
Total Number of Registered Accounts*	1,174	1,254	1,336	1,414	1,508	1,603	1,690	1,829
Active Users	67	80	66	77	80	77	74	82
Percentage of Rides Requested Via MOD App - Smartphone	71%	66%	61%	59%	66%	71%	69%	62%

Percentage of Rides Requested Via MOD App – Web	5%	9%	2%	3%	4%	5%	6%	11%
Percentage of Rides Requested Via Call to Scheduling	24%	25%	37%	38%	30%	24%	25%	27%
Percentage Paying with Cash	57%	64%	71%	64%	65%	70%	63%	60%
Percentage Paying with Credit Card	43%	36%	29%	36%	35%	30%	37%	40%

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>
Walmart East-106	Walmart East-99
Dillons East-45	Residence-35
Residence-32	Residence-31
Residence-26	Dillons East-30
Kansas Motor Carriers Association-26	Walmart South-29