

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	May 20, 2024, Board Report
CONTACT	Richard Appelhanz
RECOMMENDATION	Maintain awareness of changes in ridership
SUMMARY	Ridership reports for the month of April, 2024.
FISCAL IMPACT (Current and Future)	N/A
PRIORITY/GOAL	N/A
ATTACHMENTS	Planning Combined Report

Topeka Metropolitan Transit Authority

Passengers, Hours and Miles
FY2024

Ridership Table

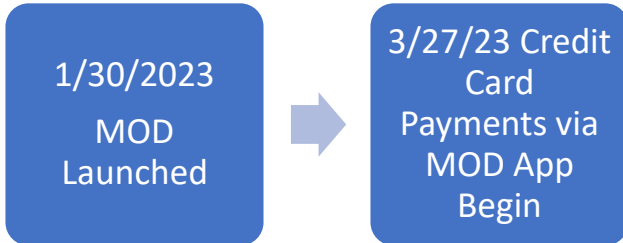
		Apr 2024	% Change	FY2024 To Date	% Change	Apr 2023	FY2023 To Date	Apr 2022	FY2022 To Date
Passengers									
Fixed Route									
Line #									
1	Adult 1 & 10 Ride, 31 Day	9,783	252.3%	68,660	202.1%	2,777	22,728	2,386	24,326
2	Adult 24 Hr	13,870	-37.3%	165,894	-8.5%	22,112	181,357	14,163	158,381
3	Annual	1,244	-	8,998	42747.6%	0	21	0	12
4	<i>Full Fare Subtotal</i>	24,897	0.0%	243,552	19.3%	24,889	204,106	16,549	182,719
5	Reduced	14,143	-41.8%	170,970	-14.3%	24,293	199,428	12,984	125,999
6	24Hr Reduced	17,112	443.8%	121,895	297.1%	3,147	30,700	2,371	16,007
7	<i>Reduced Subtotal</i>	31,255	13.9%	292,865	27.3%	27,440	230,128	15,355	142,006
8	Student	8,498	76.6%	88,136	97.7%	4,812	44,576	3,944	48,048
9	Student 24Hr	440	-77.6%	9,180	44.3%	1,961	6,360	2,207	64,730
10	<i>Student Subtotal</i>	8,938	32.0%	97,316	91.1%	6,773	50,936	6,151	112,778
11	Washburn	2,590	-54.0%	33,015	-30.2%	5,633	47,325	5,997	53,539
12	City Employees	0	-100.0%	0	-100.0%	11	11	6	6
13	Flex	0	#DIV/0!	0	-100.0%	0	117	20	235
14									
15	Promotions	0	-100%	220,104	594775.7%	5	37	3	168
16	Freedom Pass	324	-26.2%	3,453	1.1%	439	3,417	340	3,696
17	Other Non-Rev (<i>includes ride-through</i>)	9,792	-33.2%	119,314	-5.7%	14,650	126,512	6,407	62,696
18	<i>Non-Revenue Subtotal</i>	10,116	-33.0%	127,910	-1.6%	15,094	129,966	6,750	66,560
19	Total Fixed Route	77,796	-2.5%	794,658	19.9%	79,829	662,578	50,822	557,837
Paratransit									
20	TMTA Operated	1,866	15.4%	16,778	12.9%	1,617	14,864	1,244	12,203
21	<i>Ambulatory</i>	548	69.7%	3,726	13.8%	323	3,274	222	2,283
22	<i>Wheelchair</i>	1,195	8.2%	11,559	15.8%	1,104	9,980	889	8,565
23	<i>PCA</i>	123	-35.3%	1,493	-7.3%	190	1,610	133	1,355
24	Taxi Service	1,667	-30.7%	18,156	-16.3%	2,406	21,702	1,993	20,865
25	<i>Ambulatory</i>	1,467	-23.6%	15,376	-9.2%	1,919	16,933	1,687	17,650
26	<i>Wheelchair</i>	158	-31.9%	1,836	-2.3%	232	1,880	0	0
27	<i>PCA</i>	42	-83.5%	944	-67.3%	255	2,889	306	3,215
28	Total Paratransit	3,533	-12.2%	34,934	-4.5%	4,023	36,566	3,237	33,068
Revenue Hours									
29	Fixed Route	3,511	-17.8%	36,813	-16.7%	4,272	44,219	4,473	44,384
30	TMTA Paratransit	829	29.9%	7,208	21.2%	638	5,948	529	5,472
31	Taxi Paratransit	515	-10.4%	5,241	-4.0%	575	5,462	511	1,034
32	Total Revenue Hours	4,855	-11.5%	49,262	-11.4%	5,485	55,629	5,513	50,890
Revenue Miles									
33	Fixed Route	52,035	-18.4%	546,721	-17.2%	63,738	660,058	66,785	662,529
34	TMTA Paratransit	11,060	29.7%	97,348	17.9%	8,526	82,581	6,601	66,697
35	Taxi Paratransit	7,368	-13.3%	76,086	-6.3%	8,495	81,195	7,870	79,527
36	Total Revenue Miles	70,463	-12.7%	720,155	-12.6%	80,759	823,834	81,256	808,753
Speed MPH									
37	Fixed Route	14.8	-0.7%			14.9		14.9	
38	TMTA Paratransit	13.3	-0.2%			13.4		12.5	
39	Taxi Paratransit	14.3	-3.2%			14.8		15.4	
Microtransit									
40	Completed Boardings	805.0							
41	Avg Boardings per Service Hou	2.4							
42	Avg Travel Distance	2.6	miles						
43	Mean Wait Time	10.6	min						
44	Bookings from Mobile App	58.4	%						
45	Bookings from Rider App	3.2	%						

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 – April 30th, 2024

MOD Timeline:



Service Information:

	Jan	Feb	Mar	Apr
Number of Completed Rides	731	827	712	805
Average Number of Passengers Per Service Day	28.12	33.08	25.43	30.96
Average Passenger Boardings Per Service Hour	2.22	2.61	2.18	2.44
Median Wait Time (minute)	8.87	8.58	8.46	8.12
Average Number of Requests Per Rider	10.91	10.34	10.79	10.45
Total Number of Registered Accounts*	1,174	1,254	1,336	1,414
Active Users	67	80	66	77
Percentage of Rides Requested Via MOD App - Smartphone	71%	66%	61%	58.39

Percentage of Rides Requested Via MOD App – Web	5%	9%	2%	3%
Percentage of Rides Requested Via Call to Scheduling	24%	25%	37%	38%
Percentage Paying with Cash	57%	64%	71%	64%
Percentage Paying with Credit Card	43%	36%	29%	36%

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-70	Walmart East-68
Walmart East-61	Dillons East-61
Residence-40	Highland Park Central Elementary School-28
Residence-25	Residence-22
Residence-21	Topeka South Shops-21