

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	September 18, 2023 Board Report
CONTACT	Andy Fry
RECOMMENDATION	Maintain awareness of changes in ridership
SUMMARY	<ul style="list-style-type: none">• MOD ridership consistent with last month, but percentage using the app is rising.• Continuing to see growth in base fixed route ridership (Adult)• Seeing significant growth in student ridership from previous years (attributable to board decision to open up fares to students)
FISCAL IMPACT (Current and Future)	N/A
PRIORITY/GOAL	
ATTACHMENTS	Planning Combined Report

Topeka Metropolitan Transit Authority

Passengers, Hours and Miles
FY2022

Ridership Table

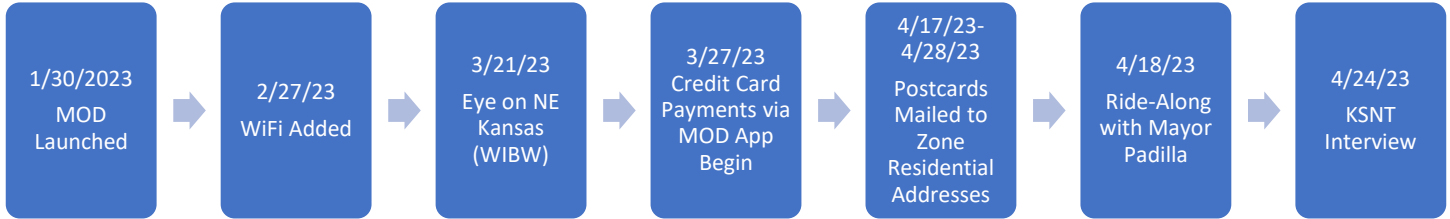
Line #		Aug 2023	% Change	FY2023 To Date	% Change	Aug 2022	FY2022 To Date	Aug 2021	FY2021 To Date
Passengers									
Fixed Route									
1	Adult Cash	2,775	14.7%	5,278	11.7%	2,420	4,724	2,466	4,757
2	24Hr	25,171	9.0%	46,121	7.6%	23,087	42,861	15,938	31,876
3	Annual	0 -		0	-	0	0	0	0
4	<i>Full Fare Subtotal</i>	27,946	9.6%	51,399	8.0%	25,507	47,585	18,404	36,633
5	Reduced	26,832	12.6%	50,023	11.6%	23,824	44,820	13,343	26,901
6	24Hr Reduced	3,367	14.1%	6,283	8.3%	2,952	5,804	1,956	4,176
7	<i>Reduced Subtotal</i>	30,199	12.8%	56,306	11.2%	26,776	50,624	15,299	31,077
8	Student	12,488	80.4%	21,336	47.0%	6,923	14,516	10,399	16,969
9	Student 24Hr	1,951 -		4,947	1718.8%	0	272	2,032	4,064
10	<i>Student Subtotal</i>	14,439	108.6%	26,283	77.7%	6,923	14,788	12,431	21,033
11	Washburn	5,879	-4.4%	10,504	-5.5%	6,151	11,114	5,107	9,654
12	City Employees	11	-38.9%	0	-100.0%	18	18	12	12
13	Flex	0	-100.0%	0	-100.0%	23	54	39	69
14									
15	Promotions	5	-29%	27,951	279410.0%	7	10	14	22
16	Freedom Pass	472	25.5%	901	10.3%	376	817	409	865
17	Other Non-Rev (includes ride-through)	16,382	15.3%	30,053	13.4%	14,208	26,503	5,835	11,102
18	<i>Non-Revenue Subtotal</i>	16,859	15.5%	30,964	13.3%	14,591	27,330	6,258	11,989
19	Total Fixed Route	95,333	19.2%	175,456	15.8%	79,971	151,495	57,538	110,455
Paratransit									
20	TMTA Operated	1,771	21.2%	3,401	24.8%	1,461	2,726	1,179	2,492
21	<i>Ambulatory</i>	321	12.6%	600	20.0%	285	500	181	274
22	<i>Wheelchair</i>	1,265	22.7%	2,444	25.5%	1,031	1,948	884	1,940
23	<i>PCA</i>	185	27.6%	357	28.4%	145	278	114	278
24	Taxi Service	2,223	2.2%	4,199	-0.5%	2,175	4,221	2,668	4,860
25	<i>Ambulatory</i>	1,774	6.0%	3,309	3.5%	1,674	3,197	2,356	4,259
26	<i>Wheelchair</i>	241	28.9%	480	24.0%	187	387	0	0
27	<i>PCA</i>	208	-33.8%	410	-35.6%	314	637	312	601
28	Total Paratransit	3,994	9.8%	7,600	9.4%	3,636	6,947	3,847	7,352
Revenue Hours									
29	Fixed Route	4,711	-0.1%	9,168	1.8%	4,717	9,004	4,543	9,016
30	TMTA Paratransit	*	-100.0%	615	-45.0%	596	1,119	571	1,149
31	Taxi Paratransit	596	6.8%	1,122	8.4%	558	1,035	564	1,136
32	Total Revenue Hours	5,307	-9.6%	10,905	-2.3%	5,871	11,158	5,678	11,301
Revenue Miles									
33	Fixed Route	70,196	-0.1%	136,678	1.8%	70,297	134,324	67,770	134,555
34	TMTA Paratransit	*	-100.0%	8,657	-38.4%	7,498	14,056	6,374	13,500
35	Taxi Paratransit	8,889	8.2%	16,852	8.4%	8,212	15,549	8,382	16,940
36	Total Revenue Miles	79,085	-8.0%	162,187	-1.1%	86,007	163,929	82,526	164,995
Speed MPH									
37	Fixed Route	14.9	0.0%			14.9		14.9	
38	TMTA Paratransit	#DIV/0!	#DIV/0!			12.6		11.2	
39	Taxi Paratransit	14.9	1.3%			14.7		14.9	
Microtransit									
40	Completed Boardings	422.0							
41	Avg Boardings per Service Hou	1.2							
42	Avg Travel Distance	1.9 miles							
43	Mean Wait Time	7.4 min							
44	Bookings from Mobile App	80.1 %							
45	Bookings from Rider App	4.0 %							

* Data not available at the time of printing

MOD Metrics

January 31st – August 31st, 2023

MOD Timeline:



Service Information:

	February	March	April	May	June	July	August
Number of Completed Rides	117	174	204	221	331	416	422
Average Number of Passengers Per Service Day	5.46	7.59	8.88	9.53	12.73	15.41	15.62
Average Passenger Boardings Per Service Hour	.43	.6	.71	.72	1	1.27	1.2
Median Wait Time (minute)	6.69	7.57	7.41	6.71	6.76	7.06	6.13
Average Number of Requests Per Rider	6.76	10.25	7.66	8.86	9.46	11.24	9.17
Total Number of Registered Accounts*	122	221	334	418	542	623	716
Active Users**	21	20	29	28	35	37	46
Percentage of Rides Requested Via MOD App - Smartphone	59%	56%	55%	72%	65%	74%	80%
Percentage of Rides Requested Via MOD App – Web	6%	4%	4%	8%	5%	3%	4%
Percentage of Rides Requested Via	35%	40%	41%	20%	31%	23%	16%

Call to Scheduling							
Percentage Paying with Cash	100%	84%	63%	53%	34%	56%	54%
Percentage Paying with Credit Card	N/A	16%	37%	47%	66%	44%	46%

*Total number of riders that were created before or on the selected end date, excluding deleted riders.

**Number of riders who took a trip

In the total reporting period (total existence of MOD) the total number of active users*** was **97**, with **74** of those having recurring**** (more than once) ridership data.

***Number of riders that have taken at least one trip in total history of service, up to selected end date

****Number of riders that have taken more than one trip in total history of service, up to selected end date.

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

<p><u>Top 5 Pick Up Locations:</u> Highland Hills South Apartments Walmart East Topeka Housing Authority location Residence Residence</p>	<p><u>Top 5 Drop Off Locations:</u> Walmart South Southwest Publishing McDonald's (29th and Cali) Residence CubeSmart Self Storage</p>
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