

TOPEKA METROPOLITAN TRANSIT AUTHORITY

Board of Directors Meeting – Agenda Item

ITEM	November 20, 2023, Board Report
CONTACT	Richard Appelhanz
RECOMMENDATION	Maintain awareness of changes in ridership
SUMMARY	Ridership spreadsheets have been updated to accurately reflect actual ridership amounts. A key has been added to the Ridership Table to define types of riders associated with each passenger category.
FISCAL IMPACT (Current and Future)	N/A
PRIORITY/GOAL	N/A
ATTACHMENTS	Planning Combined Report

Topeka Metropolitan Transit Authority

Passengers, Hours and Miles
FY2022

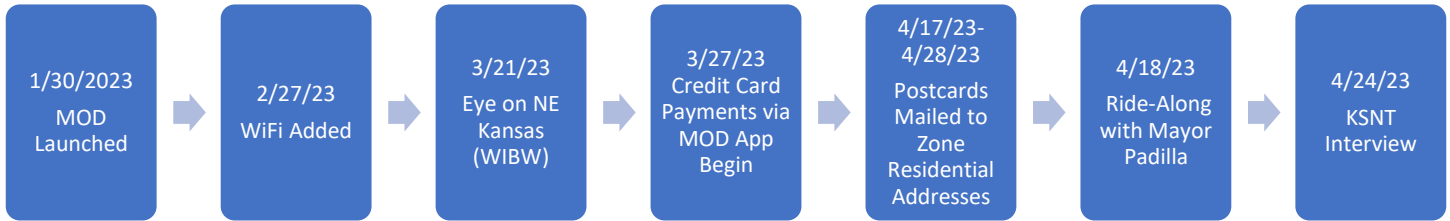
Ridership Table

		Sep 2023	% Change	FY2023 To Date	% Change	Sep 2022	FY2022 To Date	Sep 2021	FY2021 To Date
Passengers									
Fixed Route									
Line #									
1	Adult Cash	2,591	11.9%	7,869	11.8%	2,315	7,039	2,570	7,327
2	24Hr	24,908	15.0%	71,029	10.1%	21,662	64,523	18,121	49,997
3	Annual	24	20.0%	24	20.0%	20	20	3	3
4	<i>Full Fare Subtotal</i>	27,523	14.7%	78,922	10.3%	23,997	71,582	20,694	57,327
5	Reduced	25,034	7.8%	75,057	10.3%	23,219	68,039	13,006	39,907
6	24Hr Reduced	3,175	17.7%	9,458	11.2%	2,698	8,502	2,260	6,436
7	<i>Reduced Subtotal</i>	28,209	8.8%	84,515	10.4%	25,917	76,541	15,266	46,343
8	Student	13,135	204.5%	34,471	83.1%	4,314	18,830	4,411	21,380
9	Student 24Hr	1,590	403.2%	6,537	1011.7%	316	588	1,861	5,925
10	<i>Student Subtotal</i>	14,725	218.0%	41,008	111.2%	4,630	19,418	6,272	27,305
11	Washburn	5,120	-9.0%	15,624	-6.7%	5,624	16,738	5,741	15,395
12	City Employees	11	-21.4%	0	-100.0%	14	14	10	10
13	Flex	0	-100.0%	0	-100.0%	20	74	40	109
14									
15	Promotions	11	120%	55,474	369726.7%	5	15	12	34
16	Freedom Pass	384	-7.0%	1,285	4.5%	413	1,230	363	1,228
17	Other Non-Rev (includes ride-through)	15,951	14.0%	46,004	13.6%	13,987	40,490	5,660	16,762
18	<i>Non-Revenue Subtotal</i>	16,346	13.5%	47,310	13.4%	14,405	41,735	6,035	18,024
19	Total Fixed Route	91,934	23.2%	267,379	18.3%	74,593	226,088	54,048	164,503
Paratransit									
20	TMTA Operated	1,594	17.7%	4,995	22.4%	1,354	4,080	1,261	3,753
21	<i>Ambulatory</i>	249	-12.3%	849	8.3%	284	784	250	524
22	<i>Wheelchair</i>	1,169	21.1%	3,613	24.0%	965	2,913	853	2,793
23	<i>PCA</i>	176	67.6%	533	39.2%	105	383	158	436
24	Taxi Service	2,067	-1.7%	6,266	-0.9%	2,103	6,324	2,198	7,058
25	<i>Ambulatory</i>	1,656	2.3%	4,965	3.1%	1,619	4,816	1,836	6,095
26	<i>Wheelchair</i>	246	30.9%	726	26.3%	188	575	0	0
27	<i>PCA</i>	165	-44.3%	575	-38.4%	296	933	362	963
28	Total Paratransit	3,661	5.9%	11,261	8.2%	3,457	10,404	3,459	10,811
Revenue Hours									
29	Fixed Route	3,533	-18.6%	12,701	-4.8%	4,342	13,345	4,358	13,374
30	TMTA Paratransit	650	15.5%	1,982	17.8%	563	1,682	570	1,719
31	Taxi Paratransit	572	2.9%	1,694	6.5%	556	1,591	555	555
32	Total Revenue Hours	4,755	-12.9%	16,377	-1.5%	5,461	16,618	5,483	15,648
Revenue Miles									
33	Fixed Route	66,482	2.7%	203,160	2.1%	64,709	199,033	65,012	199,566
34	TMTA Paratransit	8,527	5.5%	29,523	33.4%	8,083	22,139	7,182	20,682
35	Taxi Paratransit	8,375	3.9%	25,227	6.9%	8,057	23,606	8,591	25,531
36	Total Revenue Miles	83,384	3.1%	257,910	5.4%	80,849	244,778	80,785	245,779
Speed MPH									
37	Fixed Route	18.8	26.2%			14.9		14.9	
38	TMTA Paratransit	13.1	-8.6%			14.4		12.6	
39	Taxi Paratransit	14.6	1.0%			14.5		15.5	
Microtransit									
40	Completed Boardings	661.0							
41	Avg Boardings per Service Hou	2.1							
42	Avg Travel Distance	1.7 miles							
43	Mean Wait Time	6.8 min							
44	Bookings from Mobile App	76.3 %							
45	Bookings from Rider App	8.2 %							

MOD Metrics

January 31st – October 31st, 2023

MOD Timeline:



Service Information:

	February	March	April	May	June	July	August	Sept	Oct
Number of Completed Rides	117	174	204	221	331	416	422	661	612
Average Number of Passengers Per Service Day	5.46	7.59	8.88	9.53	12.73	15.41	15.62	26.44	23.54
Average Passenger Boardings Per Service Hour	.43	.6	.71	.72	1	1.27	1.2	2.11	1.86
Median Wait Time (minute)	6.69	7.57	7.41	6.71	6.76	7.06	6.13	5.63	6.01
Average Number of Requests Per Rider	6.76	10.25	7.66	8.86	9.46	11.24	9.17	15.74	13.02
Total Number of Registered Accounts*	122	221	334	418	542	623	716	842	923
Active Users	21	20	29	28	35	37	46	42	47
Percentage of Rides Requested Via MOD App - Smartphone	59%	56%	55%	72%	65%	74%	80%	76%	80%
Percentage of Rides Requested Via MOD App – Web	6%	4%	4%	8%	5%	3%	4%	8%	12%

Percentage of Rides Requested Via Call to Scheduling	35%	40%	41%	20%	31%	23%	16%	16%	8%
Percentage Paying with Cash	100%	84%	63%	53%	34%	56%	54%	47%	64%
Percentage Paying with Credit Card	N/A	16%	37%	47%	66%	44%	46%	53%	36%

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

<p><u>Top 5 Pick Up Locations:</u> Walmart East-24 Topeka Housing Authority-23 Highland Hills South Apartments-23 Residence-22 Residence-21</p>	<p><u>Top 5 Drop Off Locations:</u> Walmart East-34 Walmart South-31 McDonald’s (29th and California)-23 Residence-22 Highland Park Central Elementary School-19</p>
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