



Monthly Transit Ridership and Service Level Report July, 2017



Table of Contents

Glossary	3
Charlottesville Area Transit (CAT) Transit Route abbreviations.....	3
JAUNT Commuter Route (Fixed).....	3
Executive Summary.....	4
Charlottesville Area Transit (CAT)	6
Monthly Summary of Total Ridership.....	6
Total Ridership per Route.....	7
Passengers per Revenue Hour per Route	9
Passengers per Revenue Hour by Month.....	10
Passengers per Revenue Mile by Month.....	11
JAUNT	12
Monthly Summary of Total Ridership by Passenger Origin.....	12
Ridership by Commuter Routes	12
Ridership by Type of Service	13
Ridership by Type of Passenger	13
Ridership by Public Riders.....	14
Ridership by Financial Responsibility	14
Passengers per Revenue Hour by Passenger Origin.....	15
Passengers per Revenue Hour by Public Riders	15
Rideshare	16
Active Rideshare Registered Users by Locality.....	16
Active Guaranteed Ride Home Registered Users by Locality	16
Average Match Rate	16

Glossary

- **Fixed Route Service (FR):** FR operate along a specific route according to a fixed or preset schedule. Each trip serves the same stops, origins and destinations, continuously, until service ends.
- **Match Rate (Rideshare):** Percentage of completed applications that are able to match with another commuter. This can only be calculated for new registrants each month, and doesn't have a total for all active users.
- **No Service:** This service typically occurs during federally recognized holidays, such as New Year's Day and Independence Day. No routes operate during these days.
- **Previous Year:** These sections refer to data for the same month in the previous year.
- **Revenue Hours (RH):** RHs are the hours of service where a bus is providing service to passengers.
- **Revenue Mile (RM):** RHs are the miles a bus travels on a route while providing service to passengers.
- **Ridership:** Ridership is the number of people using a public transportation service in a given time period.
- **Year-to-Date (YTD):** YTD numbers are the sum of values for a period beginning July 1st of the current fiscal year until the end of a specified month.

Charlottesville Area Transit (CAT) Transit Route abbreviations

Abbreviation	Route Full Name
Free T	UVA - Downtown
Route 1	East Market & PVCC
Route 2	5th Street Station & Downtown
Route 3	Southwood & Belmont
Route 4	UVA Hospital, Fry's Spring & Downtown
Route 5	Barrack's Road & Walmart

Abbreviation	Route Full Name
Route 6	UVA Hospital & Downtown
Route 7	Fashion Square & Downtown
Route 8	Barracks Road & Downtown
Route 9	Greenbrier & Downtown
Route 10	Pantops & Downtown
Route 11	Fashion Square Mall, Rio Rd, & Downtown
Route 12	Walmart, UVA Hospital, Downtown

JAUNT Commuter Route (Fixed)

Routes	Bus Stops
Albemarle County	Crozet, Scottsville, and Earlysville
Buckingham County	Downtown Charlottesville, UVA, Martha Jefferson, Scottsville
Fluvanna County	Stops along Route 15 and Route 29
Nelson County	Lovington Express Route, Roseland Route, Wintergreen Employment Route

Executive Summary

The purpose of this report is to provide monthly updates on existing transit options serving Albemarle, Fluvanna, Greene, Louisa and Nelson Counties, and City of Charlottesville. This document includes transit ridership data provided by Charlottesville Area Transit (CAT), JAUNT, as well as Rideshare, organized by transit routes, passenger origin, type of service, day of week, and other attributes. To illustrate changes taken place in ridership, comparisons are made to the previous month, and the same month of the previous year.

What's new this month in transit?

Charlottesville Area Transit

Route 2 will have two new bus stops. The first bus (#20123) stop will be located near the 5th Street and Cleveland Avenue intersection. The second bus stop (#20110) will be installed near the Exxon Service Station on Bent Creek Road. In addition, the Park & Ride on Avon Street will become an official time point.

Route 3 will also utilize Route 2's new bus stop (#20123) located near the 5th Street and Cleveland Avenue intersection.

Route 4 will experience a shift in service frequencies. In early May, CAT held three public meetings to solicit feedback from passengers about proposed changes to Route 4. Based on the feedback received at these meetings and from comments received via phone, mail, and email, CAT's proposed Option 2 was selected. In summary, Route 4 will have an increase in service frequency during the morning and evening commutes while midday and late night service will have a reduction in frequency.

Route 6 will also utilize Route 2/3's new bus stop (#20123) located near the 5th Street and Cleveland Avenue intersection. In addition, two new bus stops (#16013 & #20147) will be added near Crescent Hall along the service drive between the building's entrance and the parking lot. The existing location will be discontinued. The change helps CAT avoid potential backups due to parked vehicles in the entrance drive.

Routes 7/12 will experience several stop adjustments. The current bus stop (#16389) near the intersection of Emmet Street and Massie Road in the southbound direction will move farther south to the University Transit Service's (UTS) bus stop. With the closing of Kmart, CAT will no longer serve the bus stop (#16531) located in front of the store. Instead, a new bus stop (#20134) will be installed near Whole Foods. Route 7 will use the new Hillsdale Drive Extension to reach Zan Road.

Route 8 will mimic Route 7's changes around Kmart.

Route 9 will experience an alignment adjustment and schedule modifications. In early May, CAT held three public meetings to solicit feedback from passengers about proposed changes to Route 9. Based on the feedback received at these meetings and from comments received via phone, mail, and email, CAT's proposed Option 1 was selected. In summary, Route 9 will add service to the new YMCA, West Main Street, and the Downtown Mall. Areas north of Kenwood Lane will no longer receive service. The route will operate seven days a week, an increase from the current six days a week.

Route 10 will have a new bus stop added in the Pantops Shopping Center. The new bus stop (#20106) will be located near the Roses store. In addition, the departure times for Martha Jefferson Hospital will be shifted back by five minutes.

Route 11 will have one bus stop relocated. The bus stop (#18261) currently installed along St. Clair at Peartree Lane (east side of the road) will move closer to the Smith Street intersection.



Charlottesville Area Transit (CAT)

Monthly Summary of Total Ridership

Summary All Routes						
	June, 2017	June, 2016	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	158,096	170,627	-0.89%	2,189,612	2,356,730	-7.1%
Total Revenue Hours	8,800	8,636	1.9%	101,752	103,199	-1.4%
Total Revenue Miles	88,334	87,640	0.8%	993,884	1,046,830	-5.1%
Passengers/RH	17.97	19.76	-9.1%	21.52	22.84	-5.8%
Passengers/RM	1.79	1.95	-8.2%	2.20	2.25	-2.2%



Total Ridership per Route

Total Ridership per Route All Routes								
Route	June, 2017	% of Ridership	June, 2016	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
Free T	38,262	24.2%	44,790	-14.6%	737,714	33.7%	745,466	-1.0%
Route 1	3,238	2.0%	3,748	-13.6%	45,962	2.1%	53,677	-14.4%
Route 2	4,240	2.7%	-	-	28,849	1.3%	-	-
Route 3	9,814	6.2%	10,457	-6.1%	110,148	5.0%	120,264	-8.4%
Route 4	10,297	6.5%	9,225	11.6%	117,687	5.4%	119,958	-1.9%
Route 5	18,913	12.0%	17,989	5.1%	220,586	10.1%	235,481	-6.3%
Route 6	6,386	4.0%	7,283	-12.3%	76,212	3.5%	84,444	-9.7%
Route 7	43,694	27.6%	55,967	-21.9%	582,307	26.6%	749,534	-22.3%
Route 8	8,859	5.6%	9,000	-1.6%	98,918	4.5%	96,713	2.3%
Route 9	2,285	1.4%	1,966	16.2%	29,220	1.3%	26,851	8.8%
Route 10	5,170	3.3%	5,875	-12.0%	64,766	3.0%	66,491	-2.6%
Route 11	5,141	3.3%	4,327	18.8%	61,170	2.8%	57,851	5.7%
Route 12	1,797	1.1%	-	-14.6%	16,073	0.7%	-	-
Total	158,096	-	170,627	-7.3%	2,189,612	-	2,356,730	-7.1%



Total Ridership per Albemarle Funded Routes

Total Ridership per Route Albemarle Funded Routes & University Rides				
Route	June, 2017	% of Ridership	June, 2016	Change by Month
Albemarle Funded Routes	46,516	29.4%	42,396	9.7%
University Rides	32,242	20.4%	35,774	-9.9%
All Service	158,096	-	170,627	-7.3%



Passengers per Revenue Hour per Route

Passengers per Revenue Hour per RouteAll Routes All Routes			
Route	June, 2017	June, 2016	Change by Month
Free T	28.5	34.2	-5.7
Route 1	9.6	11.3	-1.7
Route 2	8.9	-	-
Route 3	17.0	17.6	-0.6
Route 4	14.2	12.6	1.6
Route 5	14.9	18.4	-3.6
Route 6	14.3	16.3	-2.0
Route 7	21.9	21.8	0.1
Route 8	19.5	19.4	0.1
Route 9	7.2	6.7	0.5
Route 10	13.2	13.3	-0.1
Route 11	13.5	12.1	1.4
Route 12	19.3	-	-



Passengers per Revenue Hour by Month

Passengers per Revenue Hour by Month All Routes							
Month	<u>FY 2016-2017</u>			<u>FY 2015-2016</u>			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
January	165,307	8,565	19.30	160,942	8,050	20.0	-3.5%
February	183,948	7,531	24.43	198,881	8,410	23.6	3.5%
March	187,542	8,652	21.68	210,636	9,039	23.3	-7.0%
April	189,731	8,338	22.75	211,332	8,410	25.1	-9.4%
May	168,591	8,818	19.12	172,760	8,428	20.5	-6.7%
June	158,096	8,800	17.97	170,627	8,636	19.8	-9.2%
July	171,245	7,934	21.58	189,467	8,988	21.1	2.3%
August	196,711	8,536	23.04	195,493	8,605	22.7	1.5%
September	215,615	8,413	25.63	225,912	8,590	26.3	-2.5%
October	209,130	9,247	22.62	232,688	9,126	25.5	-11.3%
November	189,846	8,263	22.98	201,053	8,254	24.4	-5.8%
December	153,850	8,655	17.78	186,939	8,663	21.6	-17.7%
Total	2,189,612	101,752	21.52	2,356,730	103,199	22.84	-5.8%



Passengers per Revenue Mile by Month

Passengers per Revenue Mile by Month All Routes							
Month	<u>FY 2016-2017</u>			<u>FY 2015-2016</u>			Change Pass/RM
	Passengers	Revenue Hours	Pass/RM	Passengers	Revenue Hours	Pass/RM	
January	165,307	81,953	2.0	160,942	81,698	2.0	1.5%
February	183,948	72,182	2.5	198,881	85,480	2.3	7.5%
March	187,542	82,814	2.3	210,636	91,765	2.3	0.2%
April	189,731	79,282	2.4	211,332	85,479	2.5	-2.9%
May	168,591	88,317	1.9	172,760	85,718	2.0	-5.7%
June	158,096	88,334	1.8	170,627	87,640	1.9	-7.5%
July	171,245	80,569	2.1	189,467	91,139	2.1	1.0%
August	196,711	87,127	2.3	195,493	87,164	2.2	2.5%
September	215,615	84,354	2.6	225,912	86,480	2.6	-0.5%
October	209,130	87,215	2.4	232,688	92,755	2.5	-4.3%
November	189,846	78,424	2.4	201,053	83,326	2.4	-0.5%
December	153,850	83,313	1.8	186,939	88,186	2.1	-15.1%
Total	2,189,612	993,884	2.20	2,356,730	1,046,830	2.25	-2.2%



Monthly Summary of Total Ridership by Passenger Origin

Total Number of Passengers by Origin							
Passenger Origin	April, 2016	May, 2016	May, 2017	% Change FY16 to FY17	YTD FY16	YTD FY17	% Change FY16 to FY17
Charlottesville	10,367	10,563	10,003	-5%	114,411	118,256	3%
Albemarle	11,204	11,190	11,327	1%	113,868	118,821	4%
Nelson	1,530	1,513	1,603	6%	17,466	18,304	5%
Fluvanna	1,223	1,208	996	-18%	11,636	11,899	2%
Louisa	1,715	1,574	1,316	-16%	17,925	15,294	-15%
Buckingham	926	607	1,071	18%	10,296	10,748	4%
Total	26,965	26,955	26,316	-2%	285,602	293,322	3%



by Commuter Routes

Total Number of Passengers by Commuter Routes							
Commuter Routes	April, 2016	May, 2016	May, 2017	% Change FY16 to FY17	YTD FY16	YTD FY17	% Change FY16 to FY17
Albemarle County							
Buckingham County							
Fluvanna County							
Nelson County							
Total							



by Type of Service

Total Number of Passengers by Type of Service							
Type of Service	April, 2016	May, 2016	May, 2017	% Change FY16 to FY17	YTD FY16	YTD FY17	% Change FY16 to FY17
Medical	7,379	6,527	6,368	-2%	71,107	69,644	-2%
Elderly and Disabled	9,334	10,382	11,270	9%	114,972	119,997	4%
Children & Youth	1,244	1,804	1,966	9%	15,681	14,634	-7%
Nutrition Services	1,306	1,584	1,081	-32%	13,132	10,508	-20%
Rural Routes	7,702	6,658	6,446	-3%	70,710	78,539	11%
Total	26,965	26,955	27,131	1%	285,602	293,322	3%



by Type of Passenger

Total Number of Passengers by Type							
Type of Passenger	April, 2016	May, 2016	May, 2017	% Change FY16 to FY17	YTD FY16	YTD FY17	% Change FY16 to FY17
Youth	2,803	3,046	2,658	-13%	26,598	23,701	-11%
Adult	14,502	14,183	14,759	4%	153,765	161,106	5%
Elderly	9,660	9,726	10,063	3%	105,239	109,679	4%
Disabled (ADA)	12,212	11,994	12,477	4%	134,121	133,213	-1%
Disabled (All Passengers)	21,154	20,810	19,927	-2%	218,964	222,385	2%



by Public Riders

Total Number of Passengers by Passenger Origin (Public Riders)							
Passenger Origin	April, 2016	May, 2016	May, 2017	% Change FY16 to FY17	YTD FY16	YTD FY17	% Change FY16 to FY17
Charlottesville	6,736	6,688	6,378	-5%	72,580	69,251	-5%
Albemarle	9,315	9,210	9,378	2%	97,852	98,309	0%
Nelson	1,111	1,106	1,232	11%	13,247	13,643	3%
Fluvanna	900	882	697	-21%	8,647	7,828	-9%
Louisa	1,268	1,166	1,088	-7%	13,813	12,099	-12%
Buckingham	926	907	1,071	18%	10,296	10,748	4%
Total	20,256	19,959	19,844	-1%	216,435	211,878	-2%



by Financial Responsibility

Total Number of Passengers by Financial Responsibility							
Passenger Origin	April, 2016	May, 2016	May, 2017	% Change FY16 to FY17	YTD FY16	YTD FY17	% Change FY16 to FY17
Public	20,256	19,959	19,844	-1%	216,435	211,878	-2%
Agency	6,709	6,996	6,472	-7%	69,167	81,444	18%



Passengers per Revenue Hour by Passenger Origin

Passengers per Revenue Hour by Passenger Origin July, 2017							
Passenger Origin	Current Year			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Charlottesville	10,003	2,746	3.64	10,563	3,268	3.23	13%
Albemarle	11,327	3,852	2.94	11,190	4,495	2.49	18%
Nelson	1,603	434	3.69	1,513	464	3.26	13%
Fluvanna	996	405	2.46	1,208	498	2.43	1%
Louisa	1,316	686	1.92	1,574	950	1.66	16%
Buckingham	1,071	191	5.61	607	241	3.77	49%
Total	26,316	8,315	3.16	26,955	9,912	2.72	16%



Passengers per Revenue Hour by Public Riders

Passengers per Revenue Hour by Public Riders July, 2017							
Passenger Origin	Current Year			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Charlottesville	6,378	2,124	3	6,688	2,417	2.77	8%
Albemarle	9,378	3,148	2.98	9,210	3,785	2.43	23%
Nelson	1,232	328	3.75	1,106	372	2.97	26%
Fluvanna	697	254	2.74	882	310	2.85	-4%
Louisa	1,088	535	2.03	1,166	674	1.73	17%
Buckingham	1,071	191	5.61	907	241	3.77	49%
Total	19,844	6,580	3.02	19,959	7,799	2.56	18%

Active Rideshare Registered Users by Locality

Active Rideshare Registered Users by Locality of Origin				
User Origin	June, 2016	May, 2017	June, 2017	Change FY16 to FY17
Charlottesville	70	74	76	6
Albemarle	124	132	132	8
Nelson	11	14	15	4
Fluvanna	41	43	43	2
Louisa	24	24	25	1
Buckingham	4	2	2	-2
Total	274	289	293	19

Active Guaranteed Ride Home Registered Users by Locality

Active Guaranteed Ride Home Registered Users by Locality of Origin				
User Origin	June, 2016	May, 2017	June, 2017	Change FY16 to FY17
Charlottesville	11	11	11	-
Albemarle	18	18	18	-
Nelson	9	10	10	1
Fluvanna	8	8	8	-
Louisa	10	10	10	-
Buckingham	15	15	15	-
Total	71	72	72	1

Average Match Rate

Average Match Rate				
	June, 2016	May, 2017	June, 2017	Change by month
Match Rate	66%	80%	75%	9%