

## Chapter 4. Ridership

Ridership increased 20% between 1996 and 2001 due to increased funding, service redesign, customer service education, and a strong economy. But ridership has declined 5% from 2001 to 2003 due to budget cuts, service reductions, fares increases, and a downturn in the economy resulting in lower employment.

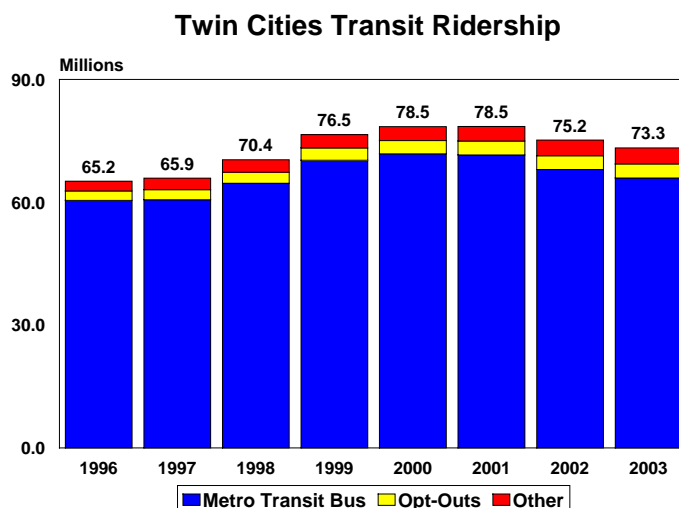


Table 4-1. Twin Cities Ridership 1996 - 2002

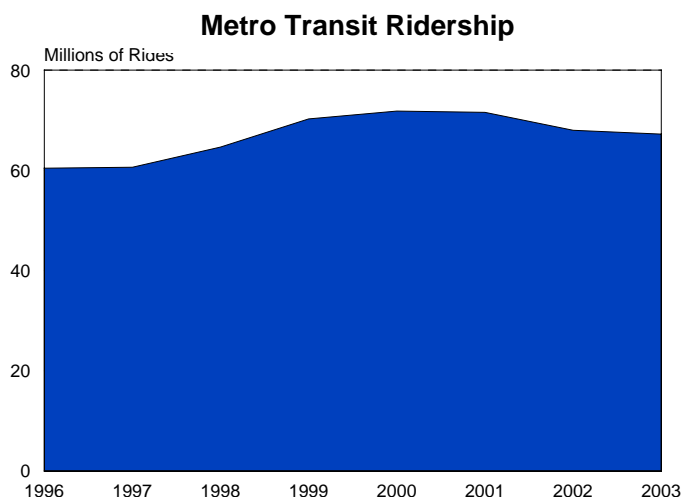
Twin Cities Ridership								
	1996	1997	1998	1999	2000	2001	2002	2003
Opt-Outs	2,319,129	2,446,142	2,687,314	3,020,546	3,245,370	3,377,941	3,368,586	3,417,589
Contracted	857,069	1,240,096	1,528,923	1,723,089	1,829,415	1,880,902	1,891,517	1,927,324
Community	366,463	388,161	367,123	361,245	380,978	369,365	388,631	458,777
VanGo	-	-	-	-	-	83,660	102,882	100,300
Metro Mobility/ADA	1,174,493	1,197,052	1,183,579	1,164,861	1,204,805	1,223,298	1,313,953	1,289,906
MTS Subtotal	4,717,154	5,271,451	5,766,939	6,269,741	6,660,568	6,935,166	7,065,569	7,193,896
Metro Transit Bus	60,448,421	60,623,266	64,643,921	70,276,774	71,840,231	71,570,739	67,995,312	65,956,387
Metro Transit	60,448,421	60,623,266	64,643,921	70,276,774	71,840,231	71,570,739	67,995,312	65,956,387
Northstar (MnDOT)	-	-	-	-	-	-	121,109	144,277
<b>Total</b>	<b>65,165,575</b>	<b>65,894,717</b>	<b>70,410,860</b>	<b>76,546,515</b>	<b>78,500,799</b>	<b>78,505,905</b>	<b>75,181,990</b>	<b>73,294,560</b>
Annual Change		1.1%	6.9%	8.7%	2.6%	0.0%	-4.2%	-2.5%
Cumulative Change	0.0%	1.1%	8.0%	17.5%	20.5%	20.5%	15.4%	12.5%

### Ridership, by program

#### Metro Transit

Since 1996, Metro Transit has seen an 11.2% increase in ridership. This was due to a combination of factors: increased funding, transit service redesign, a strong economy, investments in technology and management initiatives.

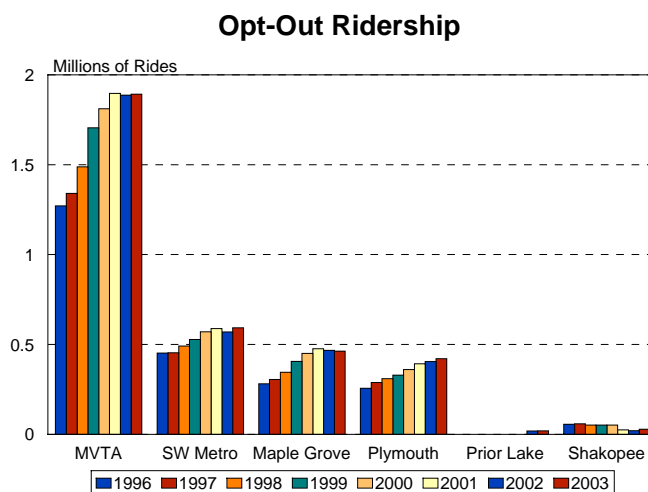
However, from 2000 to 2001, ridership was flat, as a fare increase was enacted July 1, 2001. From 2001 to 2003, effects of the fare increase, reductions in funding, and the economic downturn resulted in a ridership loss of 6.1%.



### Opt Outs

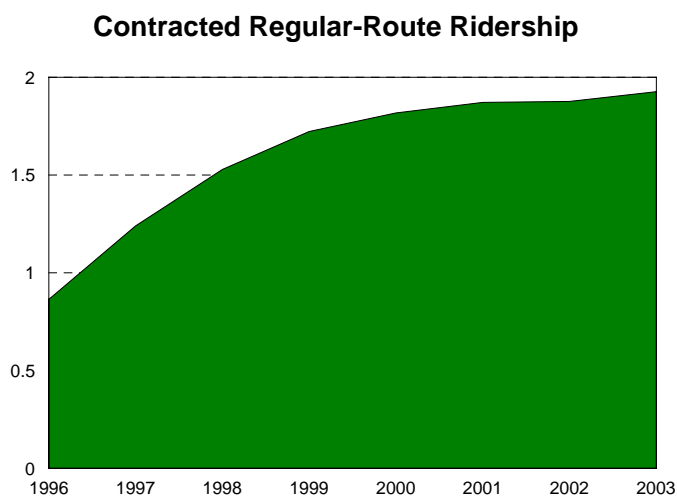
Opt-Outs have been serving the fast-growing suburban commuter markets in areas becoming increasingly congested. In addition, significant investments have been made in transit amenities such as park-and-rides, bus-only shoulders, and ramp-meter bypasses. This has resulted in a ridership increase of 47.7% between 1996 and 2003.

In percentages, Maple Grove has had the largest increase in ridership over this time period, 64.3%. During the same period, Shakopee, which provides no regular route service, had a reduction in ridership of 50%. In terms of gross increase in riders, MVTA has had the largest increase in ridership, with 620,631 more riders in 2003 than in 1996.



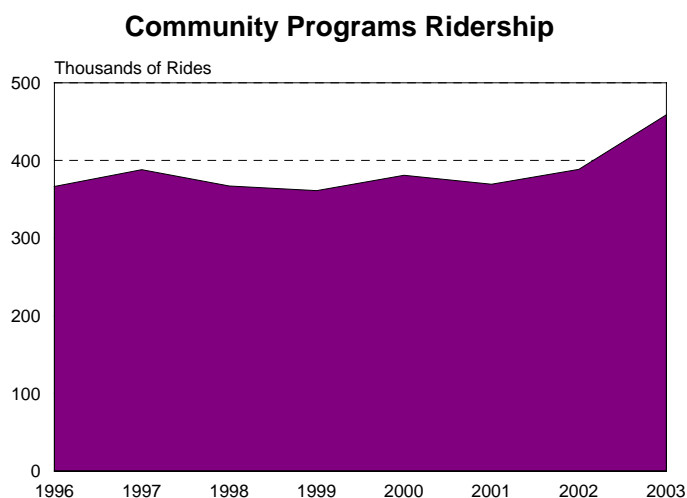
### Contracted Regular Route

Substantial restructuring has occurred through the addition of large bus service and fine-tuning of smaller bus routes. This has resulted in a 123% increase in ridership since 1996.



### Community Programs

For community programs, mostly dial-a-ride services, output is controlled in large part by the number of service hours. From 1996 to 2002, the number of service hours, and thus ridership, remained fairly fixed. In 2003, there was a change in how passengers were counted for ADA purposes. The result was that the three county programs that provide both ADA and community trips counted more riders as community program riders and fewer as ADA programs.



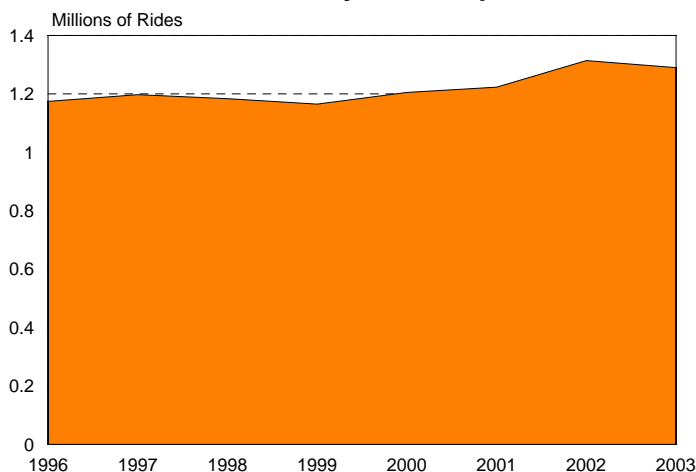
### Metro Mobility/ADA

Metro Mobility/ADA ridership, the region's mandated ADA program, has increased 9.8% since 1996, mostly between 2000 and 2002. The increase was due to additional funding, management initiatives to improve efficiency, and increased demand for service. Also, federal law sets a goal of zero trip denials for demand ADA transit service, mandating additional service. In 2003, there was a change in how passengers were counted for ADA purposes. The result was that the three county programs that provide both ADA and community trips counted more riders as community program riders and fewer as ADA programs.

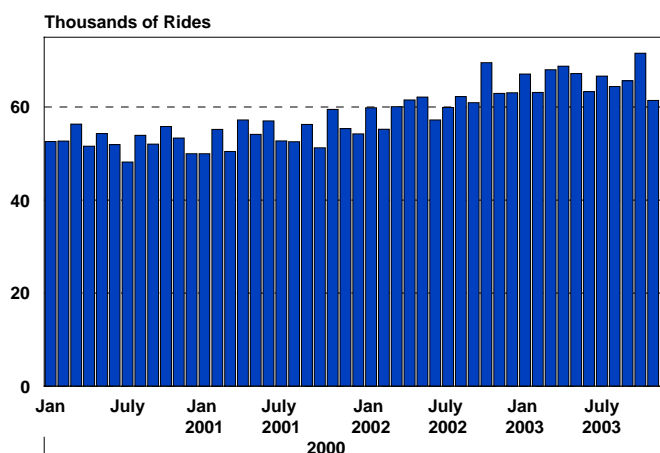
Much of the Metro Mobility increases in ridership have occurred in the portion of the program that provides rides on an individual basis, known as demand service. Demand service has been trending upward at a rate of about 7% a year since 2001.

Trip denial rates have declined substantially over the last five years.

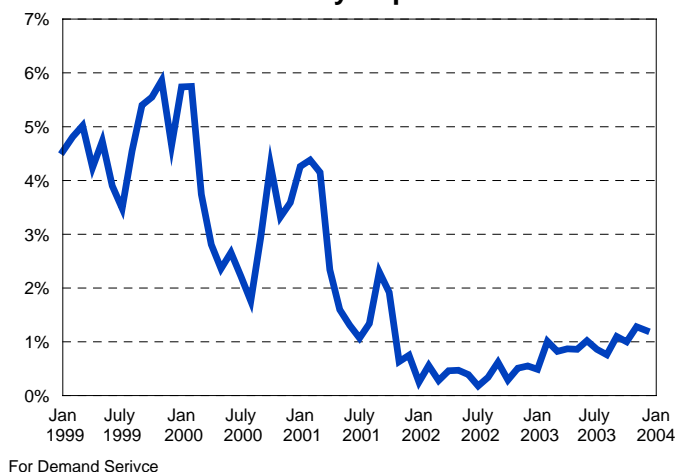
**Metro Mobility Ridership**



**Metro Mobility Demand Ridership**



**Metro Mobility Trip Denials**



## Chapter 4. Ridership

Twin Cities Ridership									
	1996	1997	1998	1999	2000	2001	2002	2003	1996-2003
Opt-Outs	2,319,129	2,446,142	2,687,314	3,020,546	3,245,370	3,377,941	3,368,586	3,417,589	47.4%
Contracted	857,069	1,240,096	1,528,923	1,723,089	1,829,415	1,880,902	1,891,517	1,927,324	124.9%
Community	366,463	388,161	367,123	361,245	380,978	369,365	388,631	458,777	25.2%
VanGo	-	-	-	-	-	83,660	102,882	100,300	-
Metro Mobility/ADA	1,174,493	1,197,052	1,183,579	1,164,861	1,204,805	1,223,298	1,313,953	1,289,906	9.8%
MTS Subtotal	4,717,154	5,271,451	5,766,939	6,269,741	6,660,568	6,935,166	7,065,569	7,193,896	52.5%
Metro Transit Bus	60,448,421	60,623,266	64,643,921	70,276,774	71,840,231	71,570,739	67,995,312	65,956,387	9.1%
Northstar (MnDOT)	-	-	-	-	-	-	121,109	144,277	-
<b>Total</b>	<b>65,165,575</b>	<b>65,894,717</b>	<b>70,410,860</b>	<b>76,546,515</b>	<b>78,500,799</b>	<b>78,505,905</b>	<b>75,181,990</b>	<b>73,294,560</b>	<b>12.5%</b>

Metro Transit	1996	1997	1998	1999	2000	2001	2002	2003	96-03
Total Metro Transit	61,887,808	62,044,513	66,027,398	71,874,146	73,477,709	73,347,859	69,589,375	67,235,776	8.6%
Minus MVTA	892,502	866,854	907,968	1,040,405	1,069,436	1,171,554	984,898	680,692	-23.7%
Minus Plymouth	143,965	159,979	169,829	193,129	221,921	233,971	224,445	232,120	61.2%
Minus Maple Grove	214,971	210,878	222,742	304,305	346,121	371,595	384,720	366,577	70.5%
Minus SMTC	187,949	183,536	82,938	59,533	-	-	-	-	-100.0%
Total Adjusted MT	60,448,421	60,623,266	64,643,921	70,276,774	71,840,231	71,570,739	67,995,312	65,956,387	9.1%

Opt out	1996	1997	1998	1999	2000	2001	2002	2003	96-03
MVTA	1,271,357	1,339,931	1,488,124	1,704,792	1,811,096	1,896,001	1,886,266	1,891,988	48.8%
SW Metro	452,287	453,590	491,304	527,604	571,000	588,040	569,554	592,719	31.0%
Maple Grove	281,889	305,133	345,266	406,085	450,372	476,500	467,441	463,138	64.3%
Plymouth	256,837	288,301	310,163	330,065	360,902	392,400	405,020	421,051	63.9%
Prior Lake	NA	NA	NA	NA	NA	NA	19,362	20,095	-
Shakopee	56,759	59,187	52,457	52,000	52,000	25,000	20,943	28,598	-49.6%
	2,319,129	2,446,142	2,687,314	3,020,546	3,245,370	3,377,941	3,368,586	3,417,589	47.4%

Small Urban	1996	1997	1998	1999	2000	2001	2002	2003	96-03
Edina	NA	NA	NA	NA	NA	2,935	3,991	4,255	-
Osseo	NA	NA	NA	NA	518	1,594	1,906	2,218	-
STEP	2,454	1,743	2,369	2,031	3,018	2,874	3,434	2,865	16.7%
Hopkins	15,134	12,784	10,759	11,041	15,202	14,102	14,032	16,046	6.0%
Columbia Heights Sh	NA	NA	NA	NA	NA	NA	NA	NA	-
Route 246 St Croix	NA	NA	NA	NA	NA	NA	2,435	5,253	-
NEST	29,971	30,840	27,585	26,414	26,489	23,093	20,316	21,464	-28.4%
Lake Area Bus	20,033	20,100	22,820	28,439	31,504	30,844	29,884	28,772	43.6%
Hastings	26,404	26,637	28,747	30,294	32,278	30,815	34,755	33,993	28.7%
	93,996	92,104	92,280	98,219	109,009	106,257	110,753	114,866	22.2%

Rural	1996	1997	1998	1999	2000	2001	2002	2003	96-03
West Hennepin	NA	NA	NA	1,684	1,882	1,730	1,432	1,449	-
Linwood	2,907	2,900	1,907	1,992	2,182	1,308	1,373	1,632	-43.9%
Anoka Volunteer	5,442	4,319	4,115	4,597	4,728	3,742	4,287	4,057	-25.5%
Delano	7,924	8,046	9,756	10,119	10,628	10,761	10,767	10,899	37.5%
Senior Trans	6,526	5,533	7,926	10,003	11,775	8,714	8,332	8,470	29.8%
PRISM	NA	NA	NA	NA	NA	NA	10,145	20,007	-
Westonka	11,210	10,748	13,339	14,064	13,762	11,566	12,662	12,908	15.1%
HSI*	25,046	32,569	26,161	29,458	31,055	39,543	43,230	80,573	221.7%
Carver	32,527	33,619	34,715	31,197	34,693	31,025	33,656	41,131	26.5%
DARTS General Pub	36,326	38,868	43,722	35,822	42,828	39,433	40,514	45,534	25.3%
Scott	50,606	53,805	59,633	58,662	57,528	66,397	77,293	86,805	71.5%
Anoka Senior Progra	NA	NA	NA	NA	NA	NA	NA	NA	-
DARTS Lakeville	NA	NA	NA	NA	NA	NA	NA	NA	-
Dakota Volunteer	NA	NA	NA	NA	NA	NA	NA	NA	-
Anoka Traveler Gen I	93,953	105,650	73,569	65,428	60,908	48,889	34,187	30,446	-67.6%
	272,467	296,057	274,843	263,026	271,969	263,108	277,878	343,911	26.2%

County ADA	1996	1997	1998	1999	2000	2001	2002	2003	96-03
Anoka ADA*	46,276	52,037	36,453	32,573	28,749	24,357	33,338	36,827	-20.4%
DARTS ADA*	84,761	90,692	96,161	97,350	92,906	108,011	115,400	115,053	35.7%
HSI ADA*	37,570	48,853	39,065	42,813	42,531	63,937	59,049	20,067	-46.6%
Agency Total	168,607	191,582	171,679	172,736	164,186	196,305	207,787	171,947	2.0%

\*1997 & 1996 are estimated based on trends - data was not collected to differentiate ADA from PBF

Paratransit	1996	1997	1998	1999	2000	2001	2002	2003	96-03
Metro Mobility	1,005,886	1,005,470	1,011,900	992,125	1,040,619	1,026,993	1,106,166	1,117,959	11.1%

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<b>Regular Route</b>	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>96-03</b>
DARTS 417	NA	NA	1,795	4,534	5,584	4,821	4,827	5,141	
NEST 219	NA	NA	NA	NA	NA	24,468	41,876	54,894	
Route 661	NA	NA	NA	NA	NA	NA	1,076	5,425	
St Croix Valley	NA	NA	NA	19,242	22,193	19,753	12,306	4,640	
LAB	5,163	20,953	22,198	22,354	34,885	15,149	9,123	5,678	10.0%
Route 66/614	NA	NA	NA	25,111	23,176	27,967	38,894	52,055	
Westonka	NA	14,595	30,957	30,126	30,080	27,092	29,386	27,603	
South County	NA	16,352	67,861	65,627	68,434	67,394	63,572	58,778	
Roseville Circulator	81,138	87,763	91,714	107,567	108,539	149,792	169,171	187,942	131.6%
Anoka	NA	17,909	80,399	101,357	125,085	142,109	144,912	151,691	
East Metro Redesig	39,652	155,092	169,916	197,066	221,723	218,335	187,094	158,418	299.5%
ABC Weekender	NA	NA	NA	NA	NA	NA	NA	NA	
Airport Express	NA	NA	NA	NA	NA	NA	NA	NA	
Route 55	233,710	223,816	225,536	231,922	221,945	220,132	202,234	206,237	-11.8%
North Suburban	196,704	183,468	188,051	212,296	248,316	283,529	316,861	330,120	67.8%
Medicine Lake Line	NA	NA	NA	NA	NA	NA	NA	NA	
BE-Line	240,865	232,923	247,770	287,896	295,580	292,133	287,433	314,373	30.5%
West Metro Redesiç	32,184	261,430	378,425	412,880	423,875	388,228	382,752	364,329	1032.0%
Valley Transit	27,653	25,795	24,301	5,111	-	-	-	-	-
	857,069	1,240,096	1,528,923	1,723,089	1,829,415	1,880,902	1,891,517	1,927,324	124.9%
<b>MnDOT Service</b>	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>96-03</b>
Northstar Commuter	NA	NA	NA	NA	NA	NA	121,109	144,277	
<b>Van Service</b>	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>96-03</b>
VanGo!	NA	NA	NA	NA	NA	83,660	102,882	100,300	