Understanding the essential transit market: Transit service & ridership during COVID-19

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Percent Change in Weekday Ridership
(Compared to average weekday ridership 2/24–2/28)

*Preliminary estimates, subject to change
COVID-19 response at Metro Transit

• How can we maintain mobility for those who need it?
  – unpredictable travel demand
  – social distancing needs
  – operator workforce uncertainty

• What can we learn about our riders?
  – where are the essential trips?
  – who are our essential customers?
how can we maintain mobility?

• reduced service
  – mimic holiday (e.g. Friday after Thanksgiving)
  – 60% of typical weekday bus trips
  – LRT span and frequency cut
how can we maintain mobility?

- still serving 65,000 trips daily

areas of concentrated poverty, >50% non-white
top routes are still top

notable: differences among top routes in change from base
demand: COVID condition boardings by time of day

Current weekday ridership resembles pre-COVID Sunday ridership, every day
capacity: overloaded vehicles under COVID service

**overloaded vehicles:**
- 40’ bus: > 10 passengers
- 60’ artic: >15 passengers
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