



2024 Ridership Trends

Committee of the Whole

August 5, 2025

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Agenda

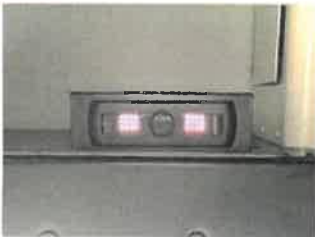
- Ridership Calculation Overview
- Ridership Trends Since 2019
- Modal Differences
- Service Modification Case Studies

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Ridership Calculation Overview

Mode	Services	Ridership Source(s)
Bus (All excl. BRT)	All bus routes excl. HealthLine	APC, Farebox, EZfare
Bus Rapid Transit (BRT)	HealthLine	APC
Light Rail	Blue/Green/Waterfront Lines	Farebox, Faregate, EZfare
Heavy Rail	Red Line	APC, Faregate, EZfare
Paratransit	Paratransit	Trapeze Scheduling System



Automatic Passenger
Counter (APC)



Farebox



EZfare Validator



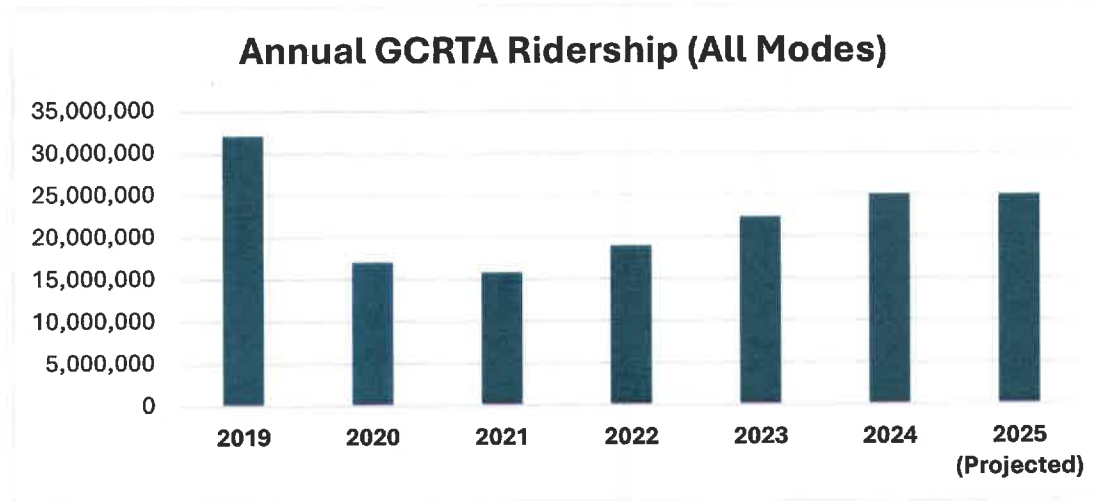
Faregate

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Annual Ridership Since 2019

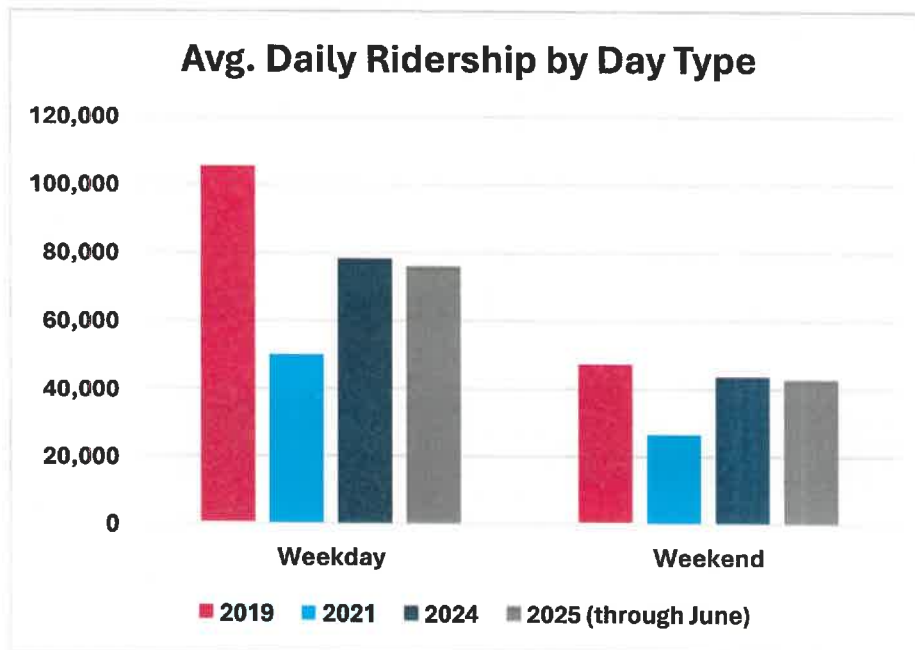
- Ridership in 2021 was under half of 2019 ridership levels
- 2024 ridership reached 78% of 2019 levels
- 2025 is comparable to 2024



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Ridership Trends by Day Type



- Avg. Daily Weekday Ridership compared to 2019 levels:
 - 48% in 2021
 - 74% in 2024 (72% in 2025*)
- Avg. Daily Weekend Ridership compared to 2019 levels:
 - 57% in 2021
 - 93% in 2024 (91% in 2025*)

*through June

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Ridership Trends by Mode

- Rail weekday daily ridership in 2024 was half of 2019
- Bus (excl. HealthLine) weekend daily ridership in 2024 was greater than 2019
- Paratransit daily ridership was well above pre-COVID levels, increasing by 34% and 53% on weekdays and weekends, respectively

Service	Day Type	2019	2024	2024 / 2019 (%)
Rail	Weekday	22,587	11,660	52%
	Weekend	12,653	8,991	71%
Healthline (BRT)	Weekday	8,581	6,506	76%
	Weekend	4,002	3,769	94%
Bus (excl. HealthLine)	Weekday	72,616	58,200	80%
	Weekend	29,734	29,897	101%
Paratransit	Weekday	1,546	2,069	134%
	Weekend	835	1,276	153%
Total	Weekday	105,331	78,400	74%
	Weekend	47,223	43,886	93%

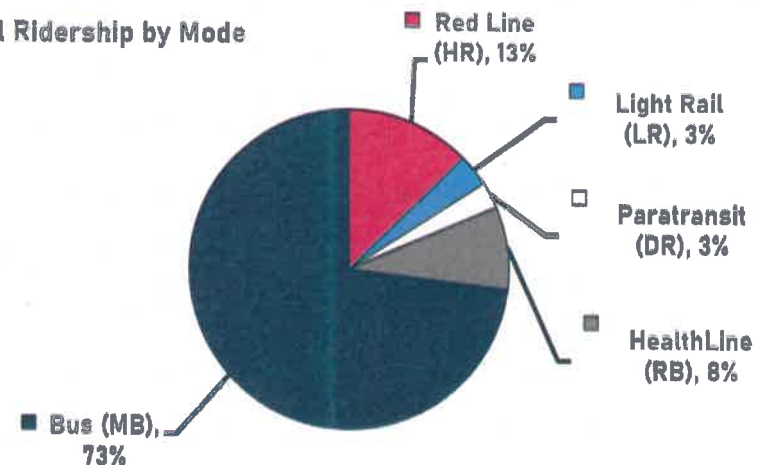
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2024 Ridership by Mode

- Bus (incl. HealthLine) accounted for 81% of 2024 ridership
- Rail (Red, Blue, and Green Lines) accounted for 16% of 2024 ridership

Total Ridership by Mode



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System Redesign/NextGen

- Implemented June 2021
- Community priorities based on input and preferences:
 - Maintain service coverage
 - Improve frequency all-day and on weekends
 - Add service on non-downtown routes
 - When able, increase frequency
- Serve the 7-day economy

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Highest Ridership Routes in 2024

Annual Ridership by Route		
Route	Route Category	2024
Red Line	Heavy Rail	3,151,597
HealthLine	Radial	2,080,030
10 E.105 - Lakeshore	Crosstown/Feeder	1,348,799
14/14A Kinsman	Radial	1,125,129
41/41F Warrensville	Crosstown/Feeder	1,063,154
22 Lorain	Radial	1,050,094
51/51A MetroHealth Line	Radial	1,033,385
19/19A/19B Broadway	Radial	951,545
26/26A Detroit	Radial	939,880
3 Superior	Radial	868,557

- Red Line and HealthLine are highest ridership routes
- Two of the three highest ridership bus routes (excl. HL) do not serve downtown

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Ridership by Mode

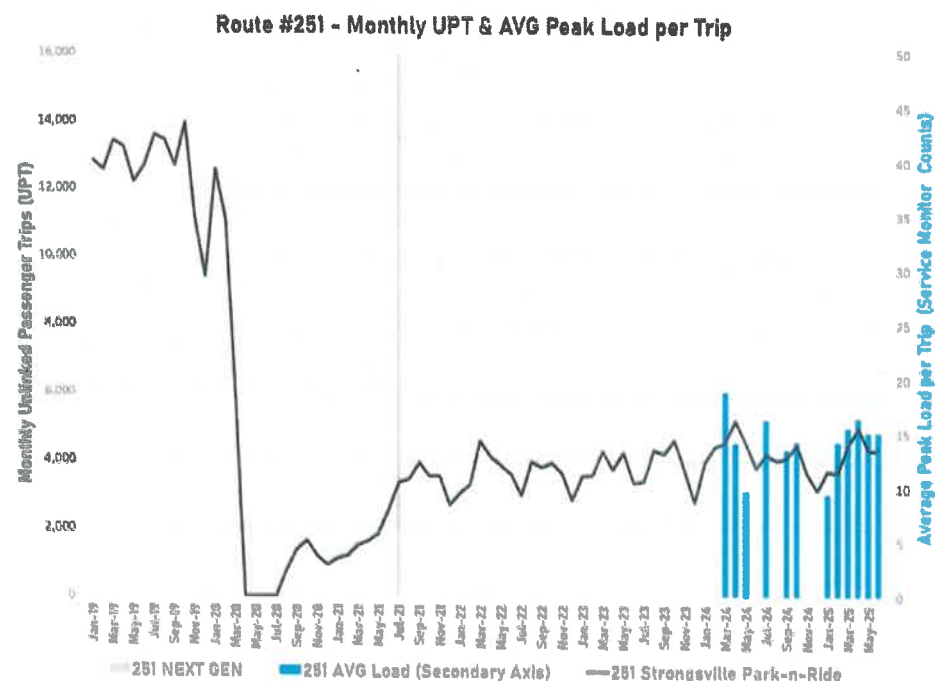
- Ridership declined most on services that were most dependent on commuting to office jobs
- For fair comparison, the #251 is the only Park-n-Ride route in the table

Service	Day Type	2019	2024	2024 / 2019 (%)
Park-n-Ride (#251)	Weekday	593	196	33%
Rail	Weekday	22,587	11,660	52%
Healthline (BRT)	Weekday	8,581	6,506	76%
Bus (excl. HealthLine)	Weekday	72,616	58,200	80%
Total	Weekday	105,331	78,400	74%

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Ridership by Mode (Park-N-Ride)



- Downtown Cleveland, Inc. reported the return-to-office rate averaged 63% of 2019 levels in 2024
- Internal monthly tracking for return-to-office trends

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How Do Service Modifications Impact Ridership?

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Case Studies

- Routes #50 & #48
- Weekday Frequency Improvements (August 2024)
- Weekend Frequency Improvements (December 2024)

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Case Study: Route #50



Before August 2024, from the northern terminus:

- Route #48 would depart around the 15- and 45-min mark
- Route #50 would depart around the hour mark

After August 2024, from the northern terminus:

- Route #48 would depart around the 15- and 45-min mark
- Route #50 would depart on the hour and 30-min mark
- **Combined 15-min frequency**

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Case Study: Route #50

- Route #50 saw a 72% increase and Route #48 saw a 16% increase in average daily weekday ridership after the service change
- The paired routes both saw an increase in ridership above the overall bus average

Route #	Avg Daily Ridership (Pre)	Avg Daily Ridership (Post)	Avg Daily Ridership Change	% Change Pre to Post
#48	1,121	1,301	(+) 180	16%
#50	352	607	(+) 255	72%
Bus (excl. HealthLine)	56,288	62,128		10%

“Pre” = Jan – May 2024

“Post” = Sept – Dec 2024

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Case Study: Weekday Frequency

- In August 2024, daytime frequency of service on **weekdays** went from 60- to 30-min on four routes (incl. #50)
- Ridership increased more than baseline on all routes

“Pre” = Jan – May 2024

“Post” = Sep – Dec 2024

Route #	Avg Daily Ridership (Pre)	Avg Daily Ridership (Post)	Avg Daily Ridership Change	% Change Pre to Post
#16	552	880	(+) 328	59%
#71*	998	1,260	(+) 262	26%
#86	296	460	(+) 164	55%
Bus (excl. HealthLine)	56,288	61,128		10%

***Note:** Only the segment between Downtown and Southland. Midday frequency was increased to match the rush-hour frequency

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Case Study: Weekend Frequency

- In December 2024, daytime frequency of service on **weekends** went from 30- to 15-min on four routes
 - #28 branches went from 60- to 30-min
- Ridership increased more than baseline on all four routes

Route #	Avg Daily Ridership (Pre)	Avg Daily Ridership (Post)	Avg Daily Ridership Change	% Change Pre to Post
#3	1,482	1,619	(+) 136	9%
#10*	2,129	2,464	(+) 334	16%
#22**	1,775	2,224	(+) 449	25%
#28	1,105	1,276	(+) 170	15%
Bus (excl. HealthLine)	28,378	29,578		4%

***Note:** Segment West of E 185

****Note:** Segment East of West Park Station

“Pre” = Jan – June 2024

“Post” = Jan – June 2025

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Questions

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