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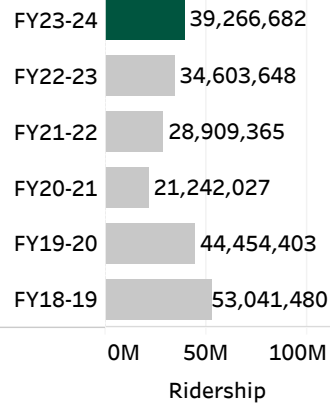
[1.1] FY23-24 RIDERSHIP PERFORMANCE SUMMARY

FY23-24

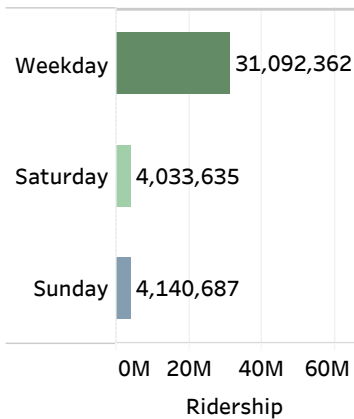
Ridership
39,266,682

Y-Y % Change
+13.5%

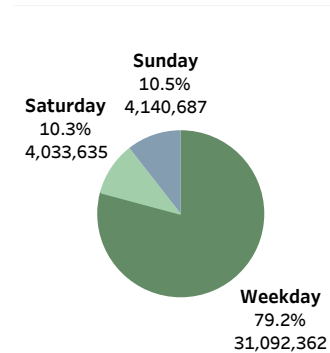
ANNUAL



DAY TYPE [FY23-24]



DAY TYPE (%)



Weekday
Saturday
Sunday

| FY23-24 ridership reached 39.3 million annual riders [MB,CB, RB], an increase of 13.5% from prior year

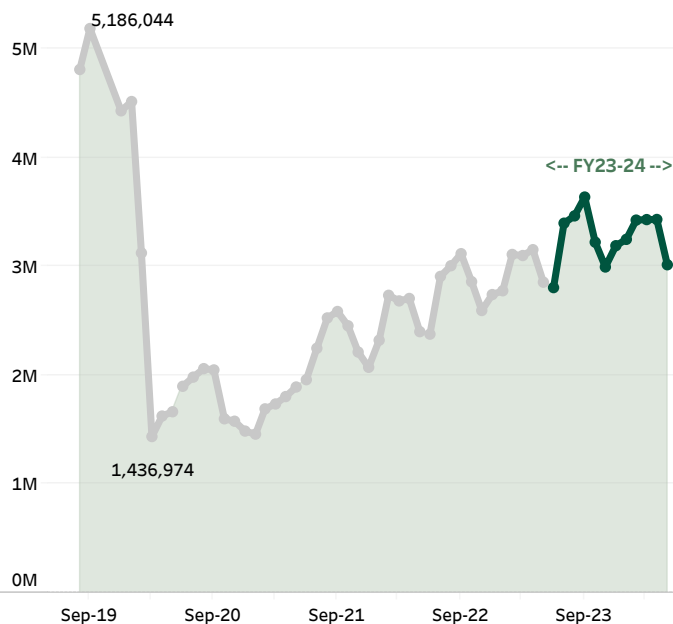
| FY23-24 ridership averaged 3.3M monthly riders compared to 2.9M riders in the prior year. This compares to 4.4M monthly riders pre-pandemic

| Weekdays made up approximately 79.2% of total ridership, 10.3% Saturdays, and 10.5% Sundays

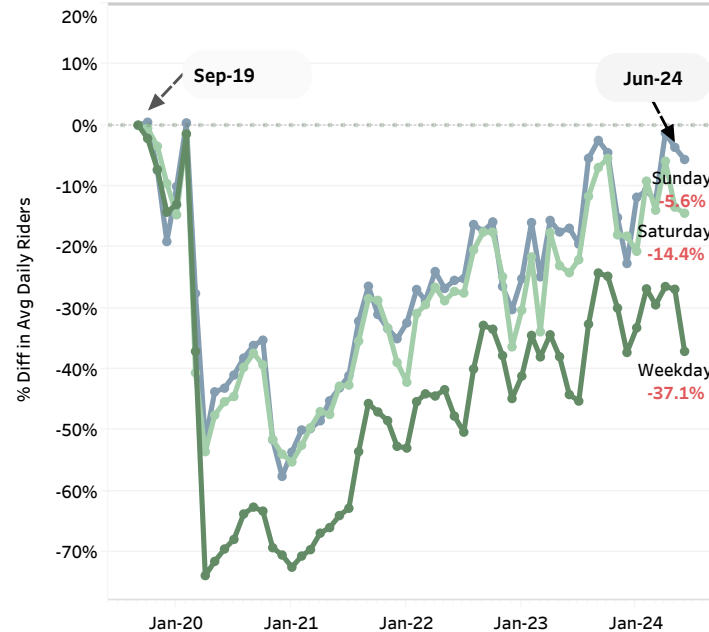
| Monthly Trend chart shows a snapshot from peak monthly riders in Sep/Oct 2019, to the lowest ridership level experienced in March 2020 due to Covid-19. Since then, ridership resumed positive and steady upward trend through FY23-24.

| Recovery % chart illustrates the current state of ridership recovery relative to the pre-pandemic peak ridership of Sep/Oct 2019. Comparing FY18-19 to FY23-24, annual ridership has recovered 74% of pre-pandemic levels. Comparing only the peak month of riders (Sep 2019 vs Sep 2023), Weekday ridership recovered 76% of pre-pandemic levels; Saturdays recovered 93%, and Sundays recovered 98% of riders [Note: Sep 2019 had 189K avg. weekday riders, 94K avg. Sat riders, and 78K avg. Sun riders]

MONTHLY TREND [Sep 2019 - June 2024]



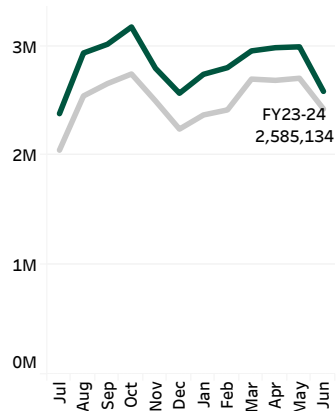
RECOVERY % [relative to Sep 2019]



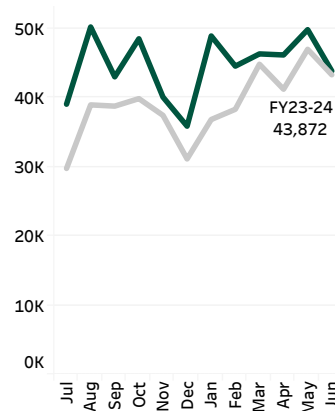
[1.2] RIDERSHIP BY SERVICE MODE

FY22-23
FY23-24

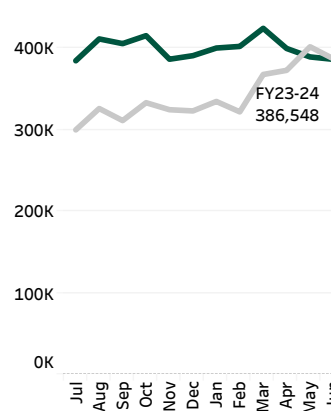
[a] MOTORBUS [MB-DO]



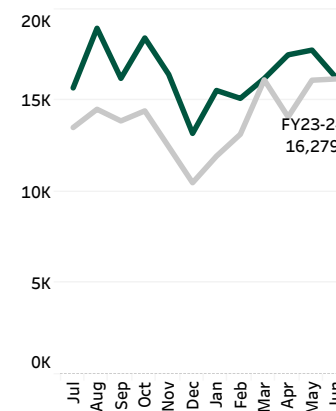
[b] COMMUTER BUS [CB-DO]



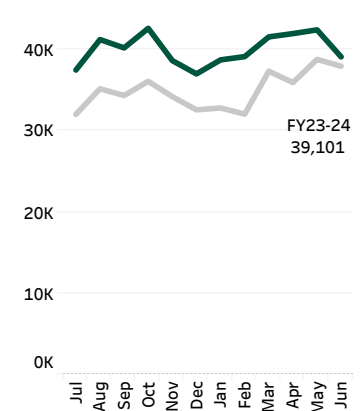
[c] TEMPO [RB-DO]



[d] DUMBARTON [MB-PT]



[e] PARATRANSIT [DR-PT]



TOTALS BY MODE

Mode	FY22-23	FY23-24
[a] MB-DO	30,029,858	33,931,071
[b] CB-DO	467,661	536,641
[c] RB-DO	4,106,130	4,798,970
[d] MB-PT	167,120	197,510
[e] DR-PT	419,288	480,098
Grand Total	35,190,057	39,944,290

Y-Y % CHANGE

	FY23-24
[a] MB-DO	13.0%
[b] CB-DO	14.8%
[c] RB-DO	16.9%
[d] MB-PT	18.2%
[e] DR-PT	14.5%
Grand Total	13.5%

| System-wide ridership saw a gain of 13.5% year-over-year

| Year-over-year gains for all service modes ranged between +13.0% to +18.2%

| [a] Motorbus [MB-DO] service gained 13.0% Y-Y with a steady upward trend through the entire Fiscal year

| [b] Commuter bus [CB-DO] reflects the Transbay service (excluding Lines F,NL,O, reported in MB-DO). Ridership gained 14.8% Y-Y to an annual total of 537K annual riders. However, this annual total represents only 19.2% of pre-pandemic levels (2.8M riders in FY18-19) due to the severe drop off in Transbay riders at the start of COVID-19 pandemic

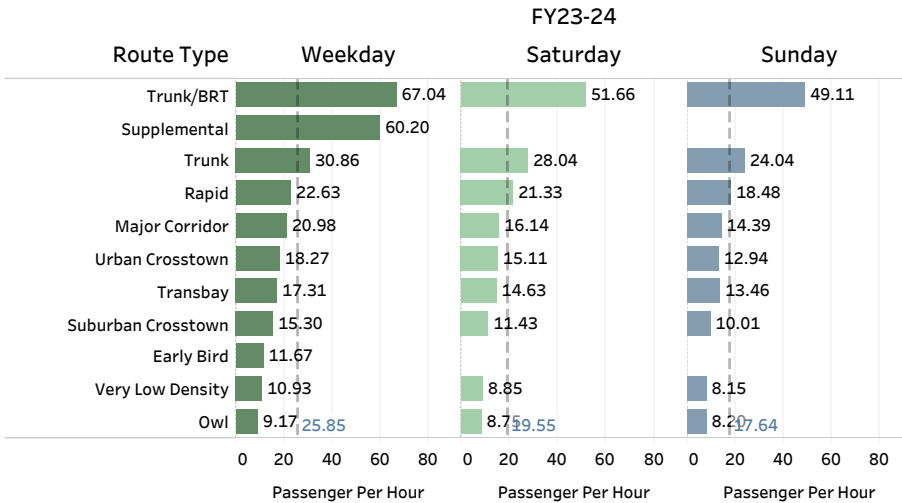
| [c] TEMPO [RB-DO] began service in August 2020, and continues to be the District's highest ridership line (+16.9% Y-Y), averaging 400,000 monthly riders in the past year

| [d] Dumbarton [MB-PT] saw a gain of 18.2% Y-Y, currently at 75.5% of pre-pandemic (FY19) levels

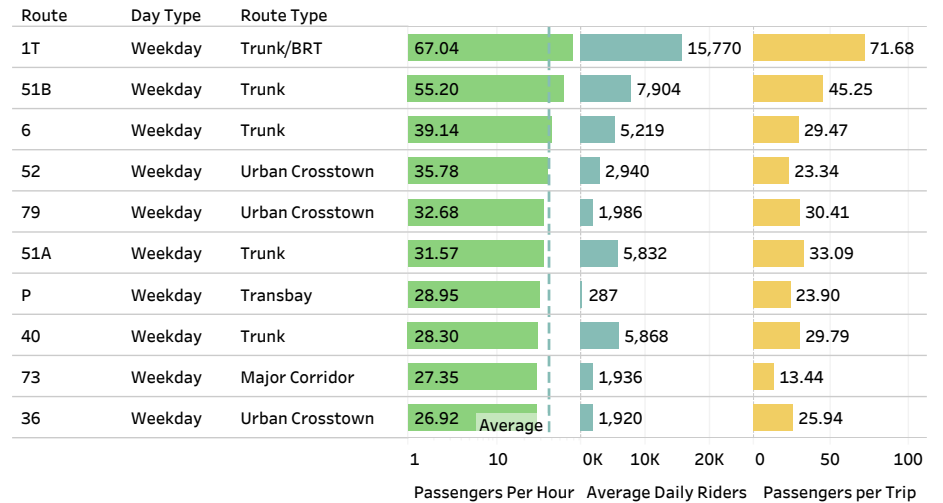
| [e] Paratransit [DR-PT] saw a gain 14.5% Y-Y, currently at 64.8% of pre-pandemic (FY19) levels

[1.3] PRODUCTIVITY - TOP 10 ROUTES

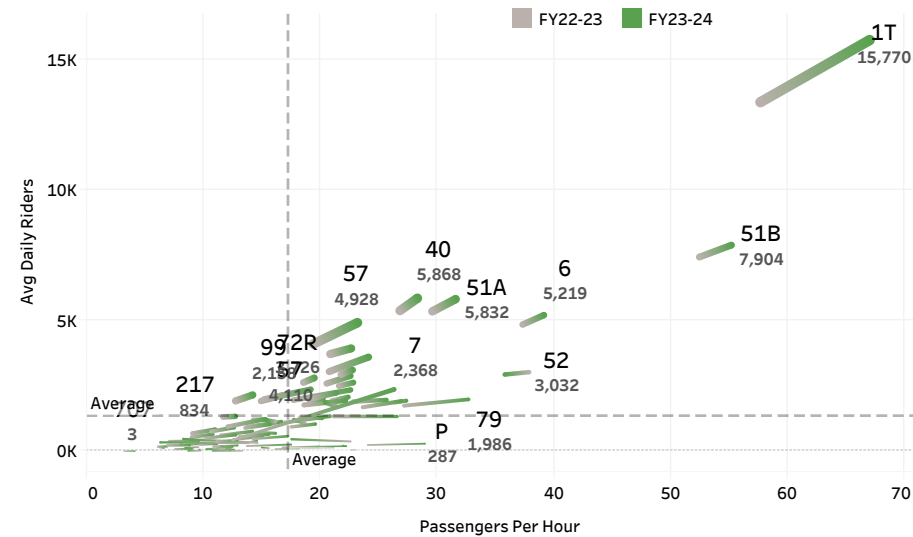
Productivity by Service Type



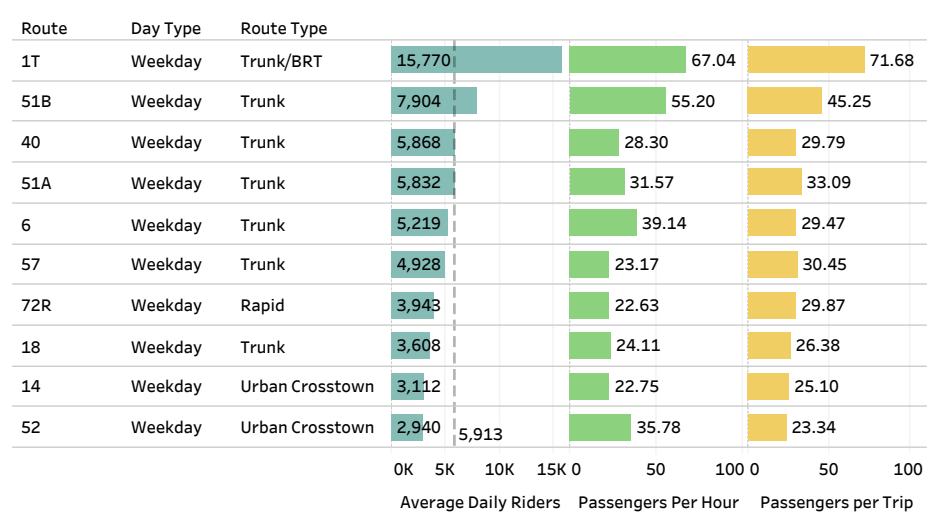
Top 10 Routes - Passengers Per Hour



Y-Y Productivity Change of Top 10 Routes [avg daily riders]

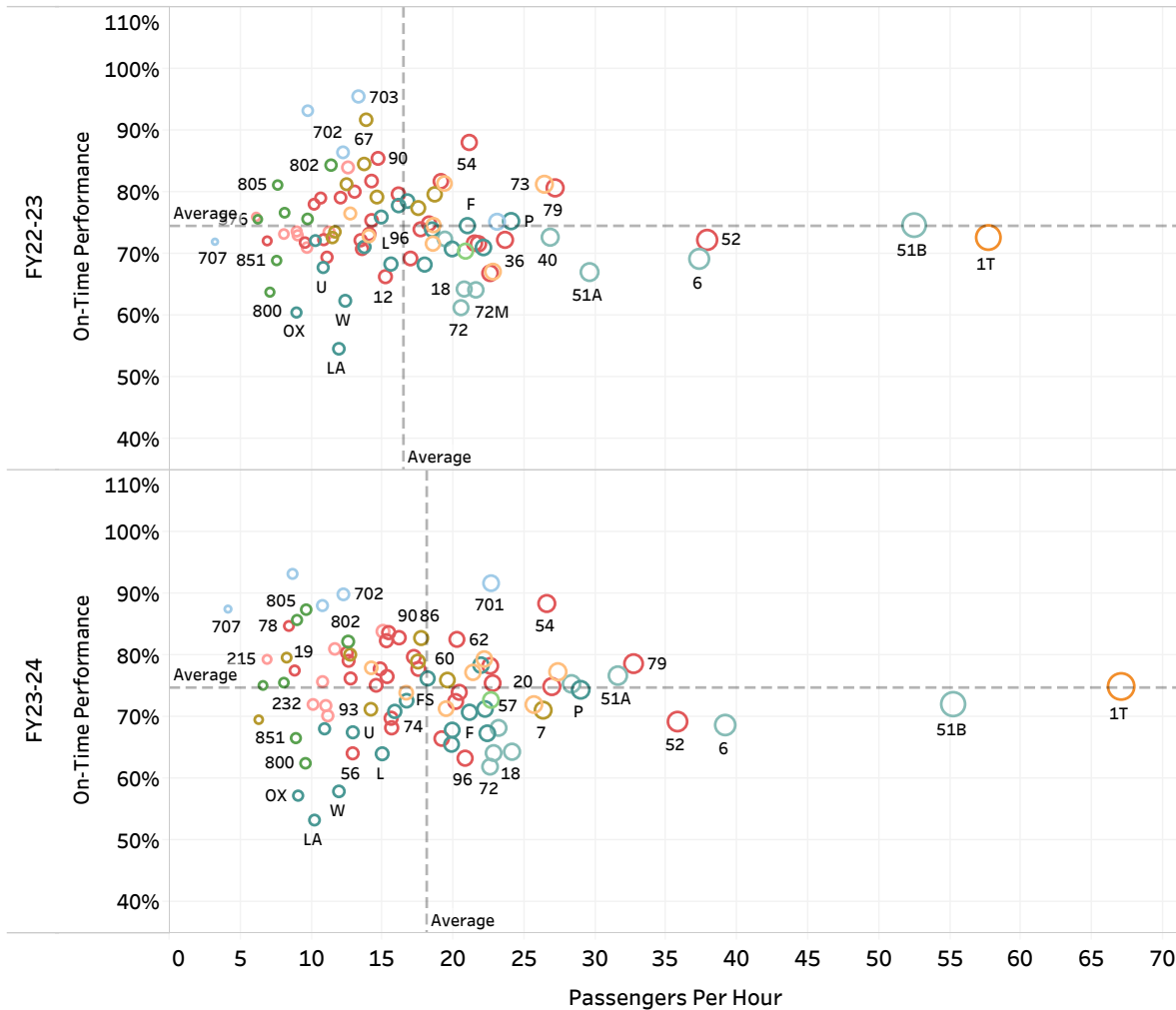


Top 10 Routes - Average Daily Ridership



[1.4] ON-TIME PERFORMANCE [OTP]

FY23-24 vs. FY22-23 OTP Scatterplot [Weekday]



Route Type

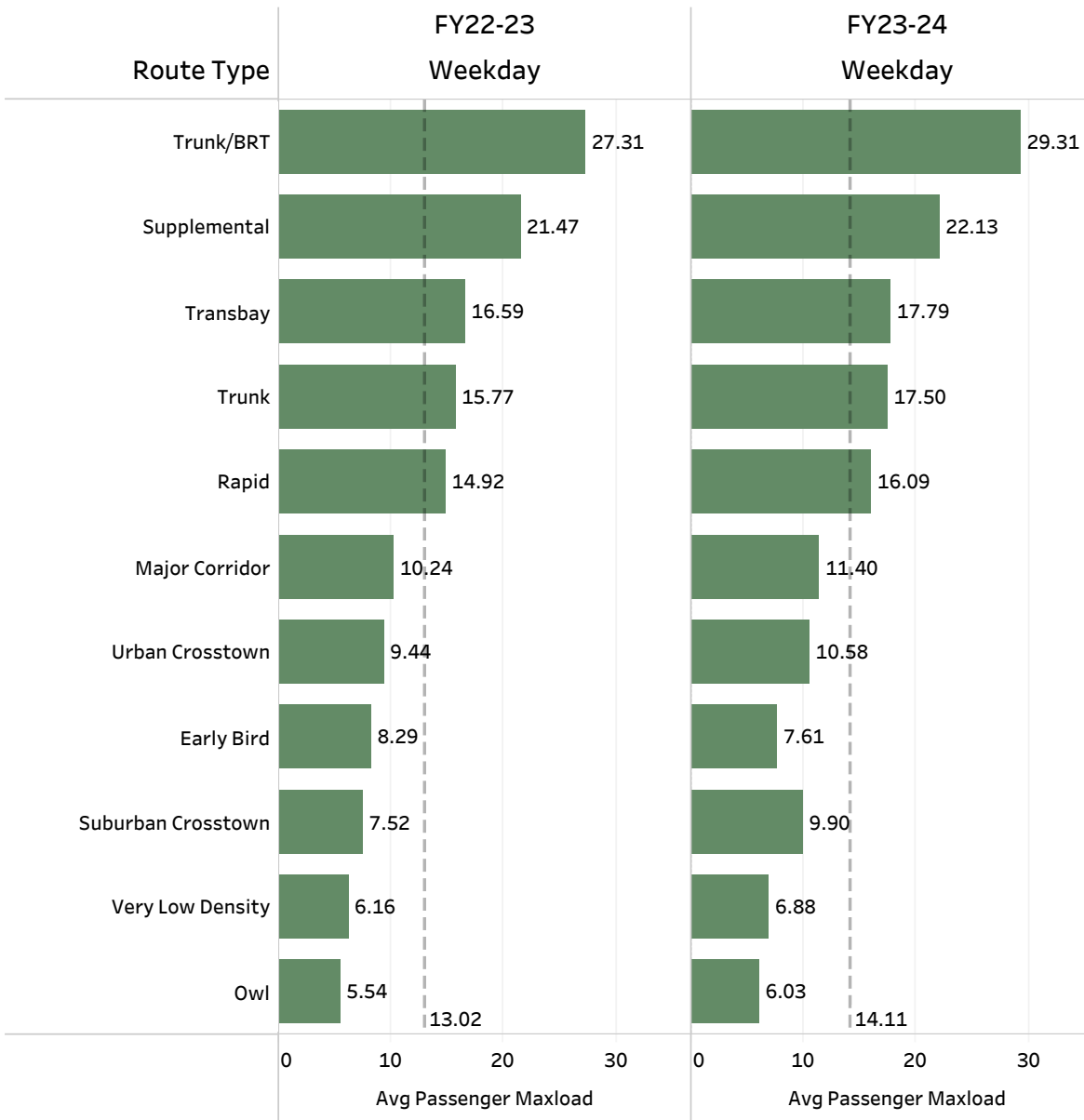
- Early Bird
- Major Corridor
- Owl
- Rapid
- Suburban Crosstown
- Transbay
- Trunk
- Trunk/BRT
- Urban Crosstown
- Very Low Density

OTP % Change

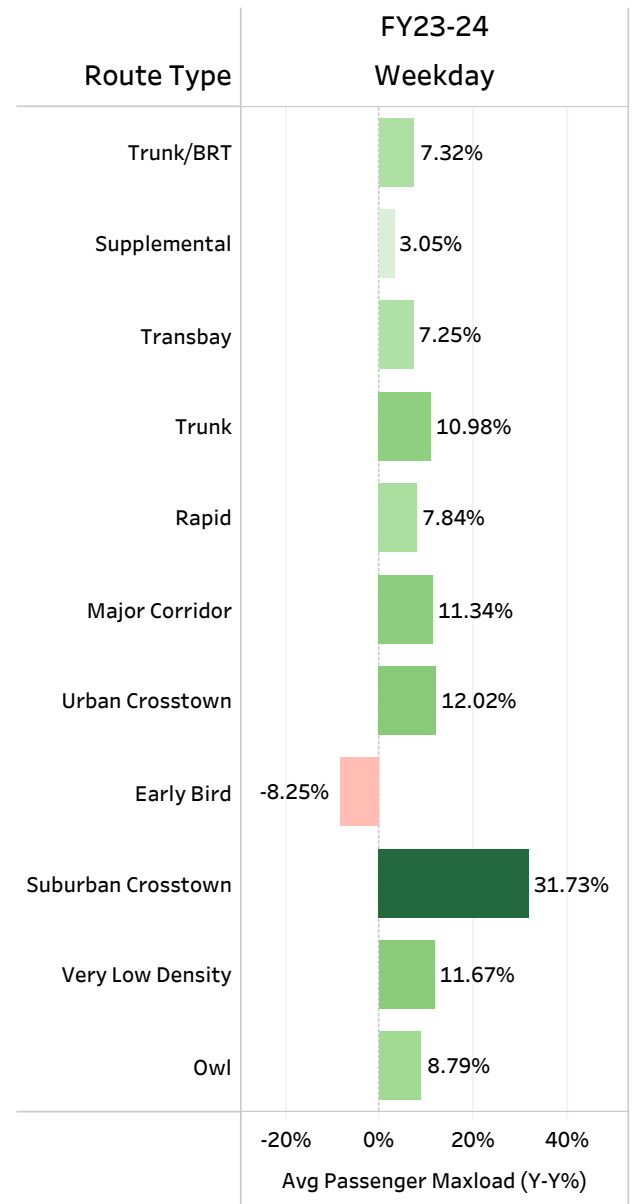
Route Type	Weekday FY22-23	FY23-24
Very Low Density	75.0%	76.3%
Urban Crosstown	75.3%	76.4%
Trunk/BRT	72.7%	75.0%
Trunk	68.3%	69.0%
Transbay	70.3%	67.8%
Supplemental	66.3%	68.2%
Suburban Crosstown	80.1%	76.2%
Rapid	70.5%	72.8%
Owl	75.2%	76.5%
Major Corridor	75.1%	75.7%
Early Bird	84.5%	90.1%

[1.5] PASSENGER MAXLOADS

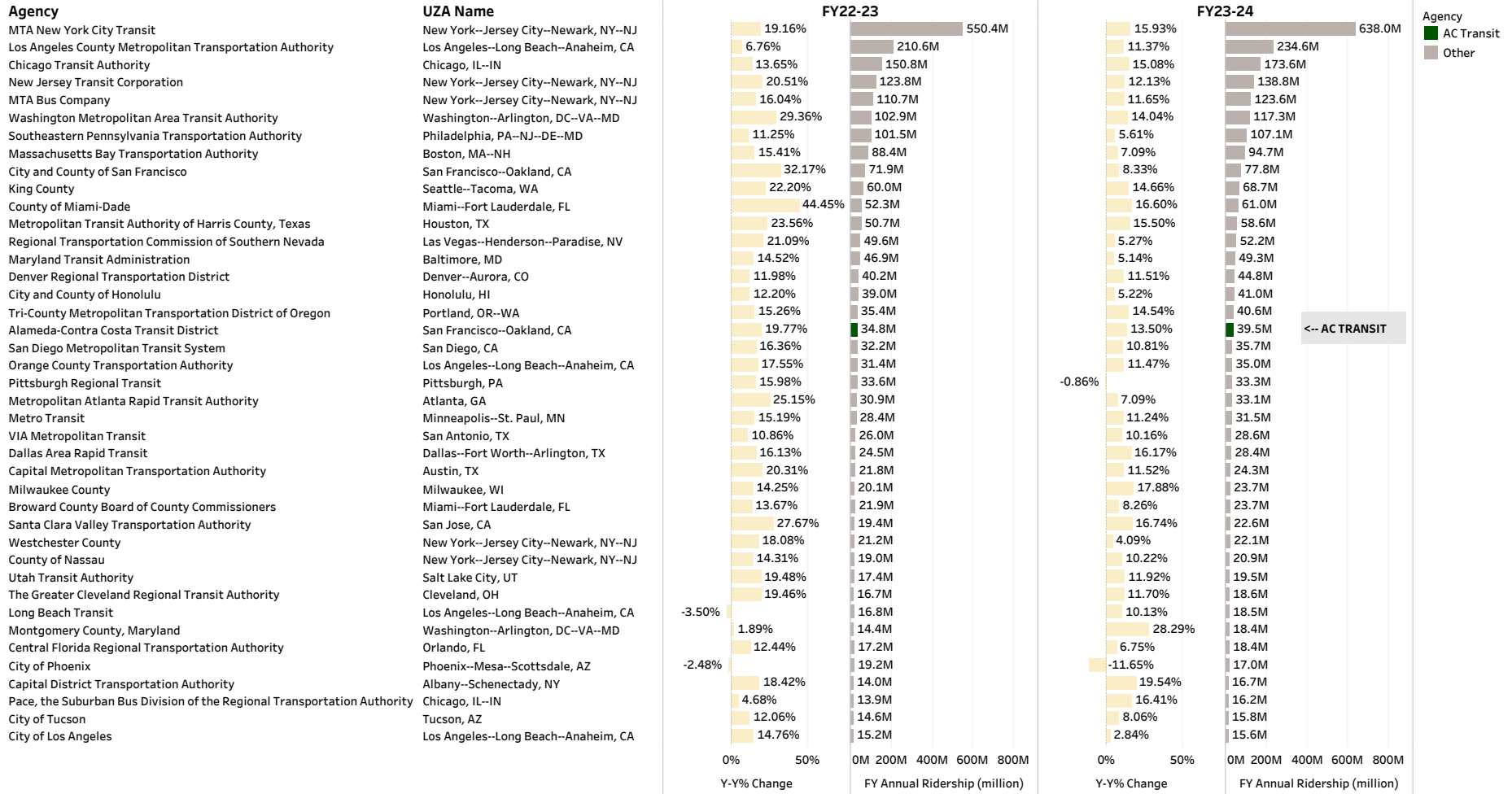
Passenger Maxloads



Y-Y % Change



[1.6] INDUSTRY RIDERSHIP TRENDS - PEER COMPARISON [Agencies with greater than 15M annual riders in FY23-24, bus mode]



Agency Ridership vs. Y-Y% Change

