

Customer Services Metrics Quarter 3 2023

Institutional Pass Programs (Attachment 3)

Institutional Programs Enrollment and Ridership

	January	February	March	Q3 Total
EasyPass				
New Users	963	1,406	482	2,851
Total Users	57,099	58,188	58,315	58,315
Ridership	234,057	308,255	313,851	856,163
Colleges				
New Users	782	1,264	292	2,338
Total Users	45,526	46,770	46,802	46,802
Residential/Employers				
New Users	181	142	190	513
Total Users	11,573	11,418	11,513	11,513

	January	February	March	Q3 Total
Other Institutional Programs (Pay per ride model)				
New Users	859	521	248	1,628
Total Users	17,684	18,029	18,516	18,516
Ridership	94,151	99,607	120,695	314,453
Student Transit Pass				
New Users	801	497	186	1,484
Total Users	17,285	17,606	18,031	18,031
Ridership	86,863	91,991	111,720	290,574
City of Alameda				
New Users	58	24	62	144
Total Users	399	423	485	485
Ridership	7,288	7,616	8,975	23,879

Total	January	February	March
Ridership	328,208	407,862	434,546
Users	74,783	76,217	76,831

