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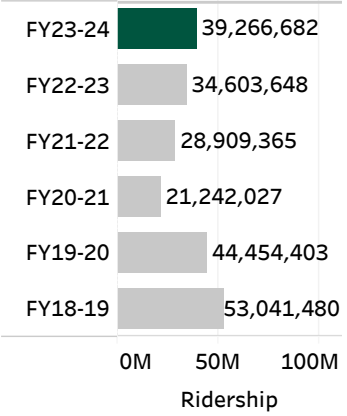
[1.1] FY23-24 RIDERSHIP PERFORMANCE SUMMARY

FY23-24

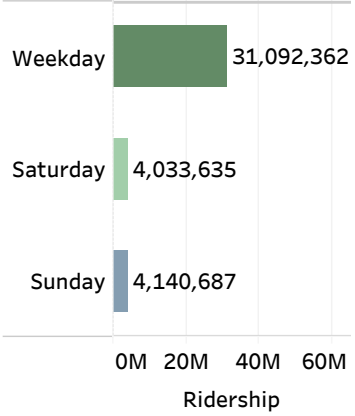
Ridership
39,266,682

Y-Y % Change
+13.5%

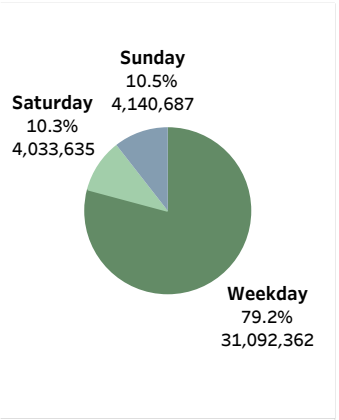
ANNUAL



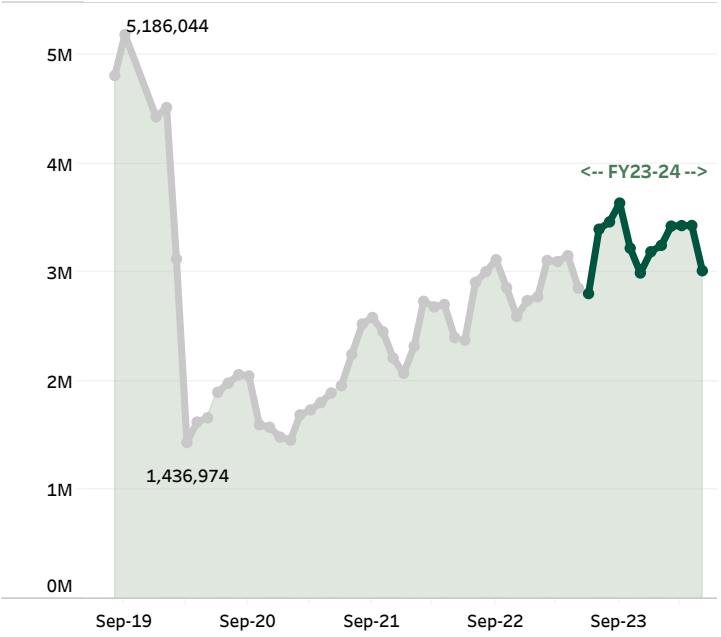
DAY TYPE [FY23-24]



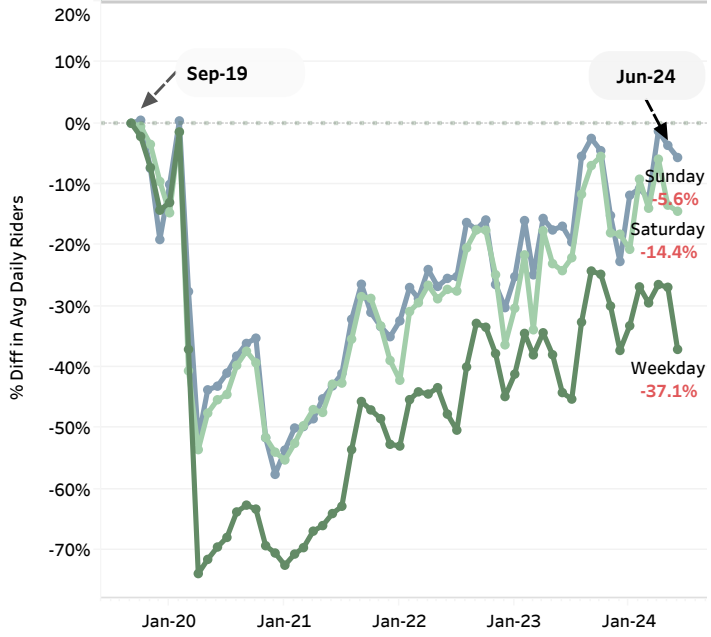
DAY TYPE (%)



MONTHLY TREND [Sep 2019 - June 2024]



RECOVERY % [relative to Sep 2019]



| 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.

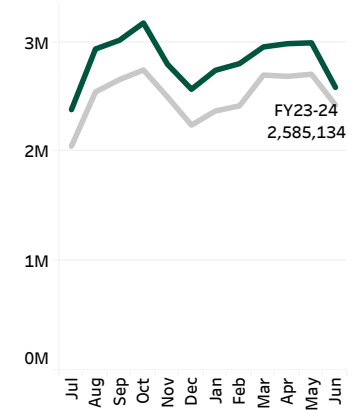
| Recovery % chart illustrates the current state of ridership recovery relative to the pre-pandemic peak ridership of Sep/Oct 2019. Comparing FY18-19 to FY23-24, annual ridership has recovered 74% of pre-pandemic levels. Comparing only the peak month of riders (Sep 2019 vs Sep 2023), Weekday ridership 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]

Direct Operated Fixed Route Service Modes | MB = Motorbus (Local), CB = Commuter bus (Transbay), RB = Rapid Bus (Tempo/BRT)

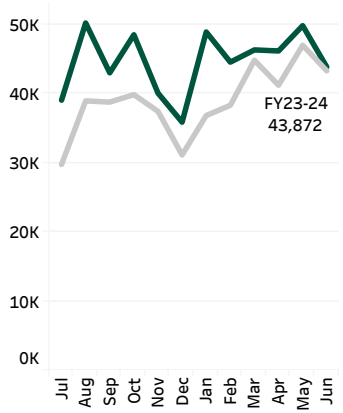
[1.2] RIDERSHIP BY SERVICE MODE

FY22-23
FY23-24

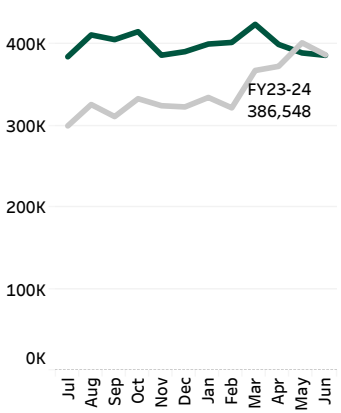
[a] MOTORBUS [MB-DO]



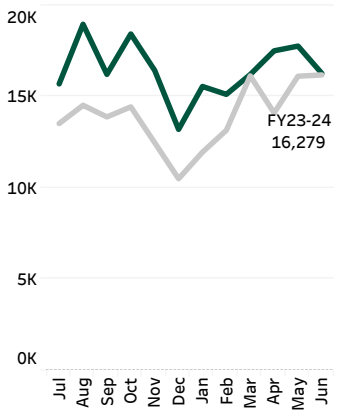
[b] COMMUTER BUS [CB-DO]



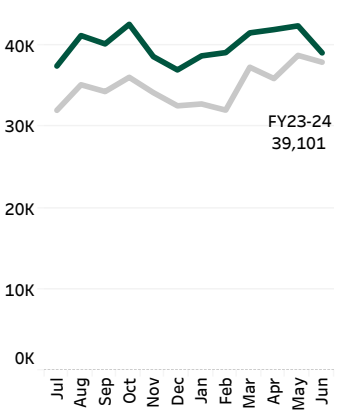
[c] TEMPO [RB-DO]



[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

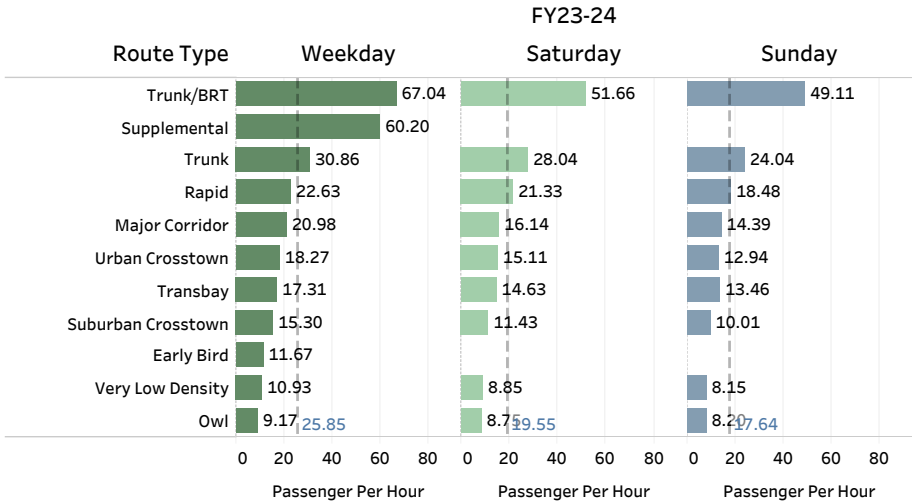
| **[c] TEMPO [RB-DO]** began service in August 2020, and continues to be the District's highest ridership line (+16.9% Y-Y), averaging 400,000 monthly riders in the past year

| **[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



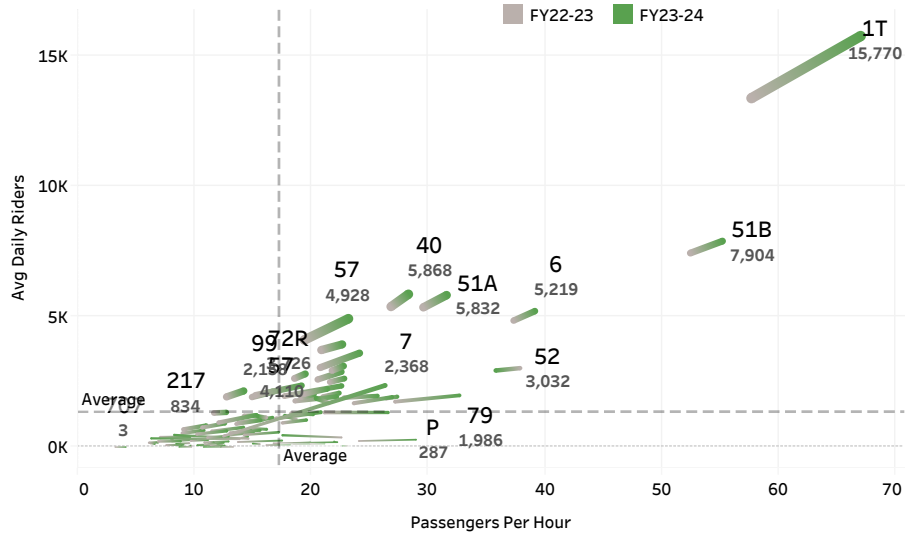
Top 10 Routes - Passengers Per Hour

Route	Day Type	Route Type	Passengers Per Hour	Average Daily Riders	Passengers per Trip
1T	Weekday	Trunk/BRT	67.04	15,770	71.68
51B	Weekday	Trunk	55.20	7,904	45.25
6	Weekday	Trunk	39.14	5,219	29.47
52	Weekday	Urban Crosstown	35.78	2,940	23.34
79	Weekday	Urban Crosstown	32.68	1,986	30.41
51A	Weekday	Trunk	31.57	5,832	33.09
P	Weekday	Transbay	28.95	287	23.90
40	Weekday	Trunk	28.30	5,868	29.79
73	Weekday	Major Corridor	27.35	1,936	13.44
36	Weekday	Urban Crosstown	26.92	1,920	25.94

Average

1 10 0K 10K 20K 0 50 100
Passengers Per Hour | Average Daily Riders | Passengers per Trip

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



Top 10 Routes - Average Daily Ridership

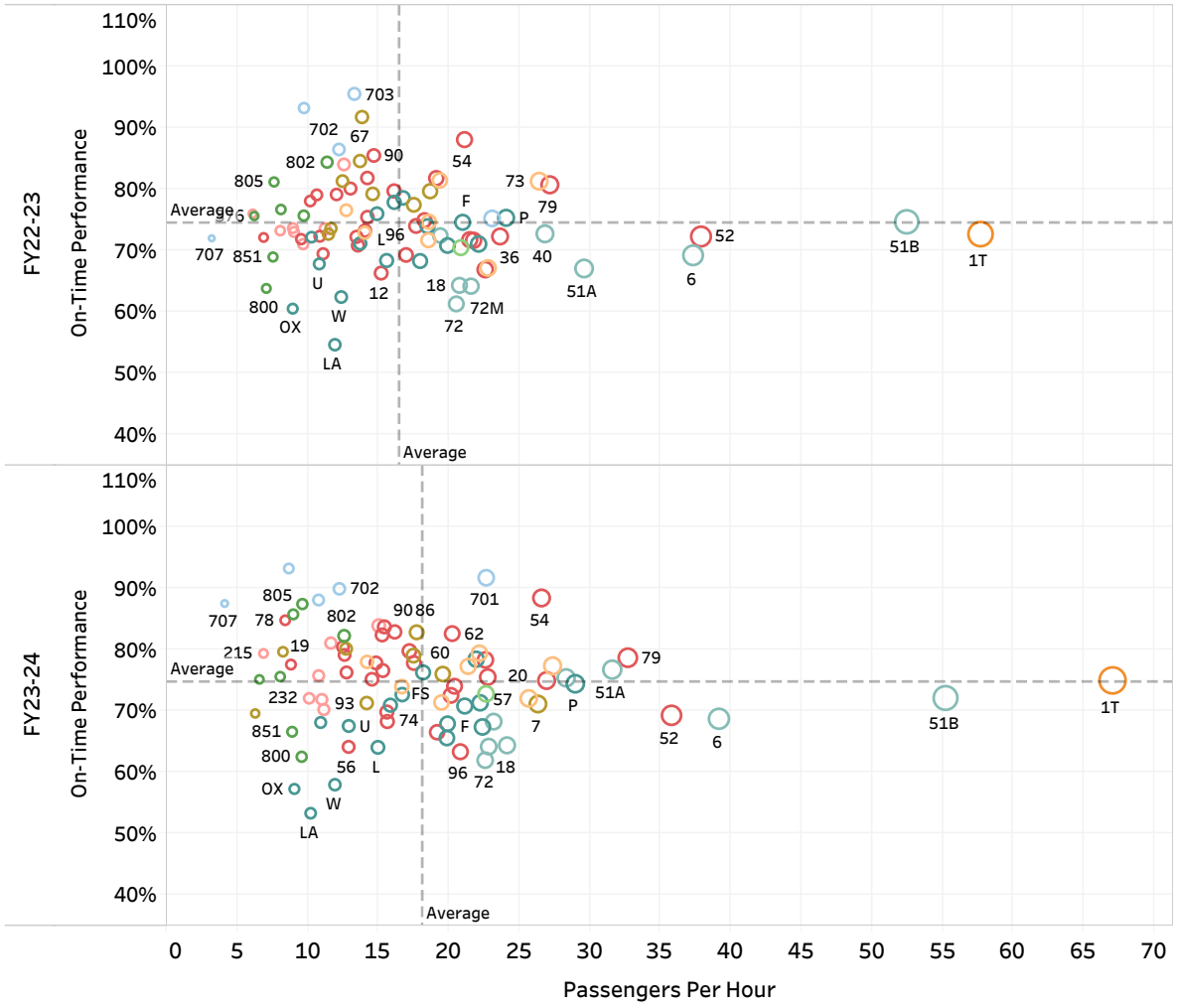
Route	Day Type	Route Type	Average Daily Riders	Passengers Per Hour	Passengers per Trip
1T	Weekday	Trunk/BRT	15,770	67.04	71.68
51B	Weekday	Trunk	7,904	55.20	45.25
40	Weekday	Trunk	5,868	28.30	29.79
51A	Weekday	Trunk	5,832	31.57	33.09
6	Weekday	Trunk	5,219	39.14	29.47
57	Weekday	Trunk	4,928	23.17	30.45
72R	Weekday	Rapid	3,943	22.63	29.87
18	Weekday	Trunk	3,608	24.11	26.38
14	Weekday	Urban Crosstown	3,112	22.75	25.10
52	Weekday	Urban Crosstown	2,940	35.78	23.34

5,913

0K 5K 10K 15K 0 50 100 0 50 100
Average Daily Riders | Passengers Per Hour | Passengers per Trip

[1.4] ON-TIME PERFORMANCE [OTP]

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

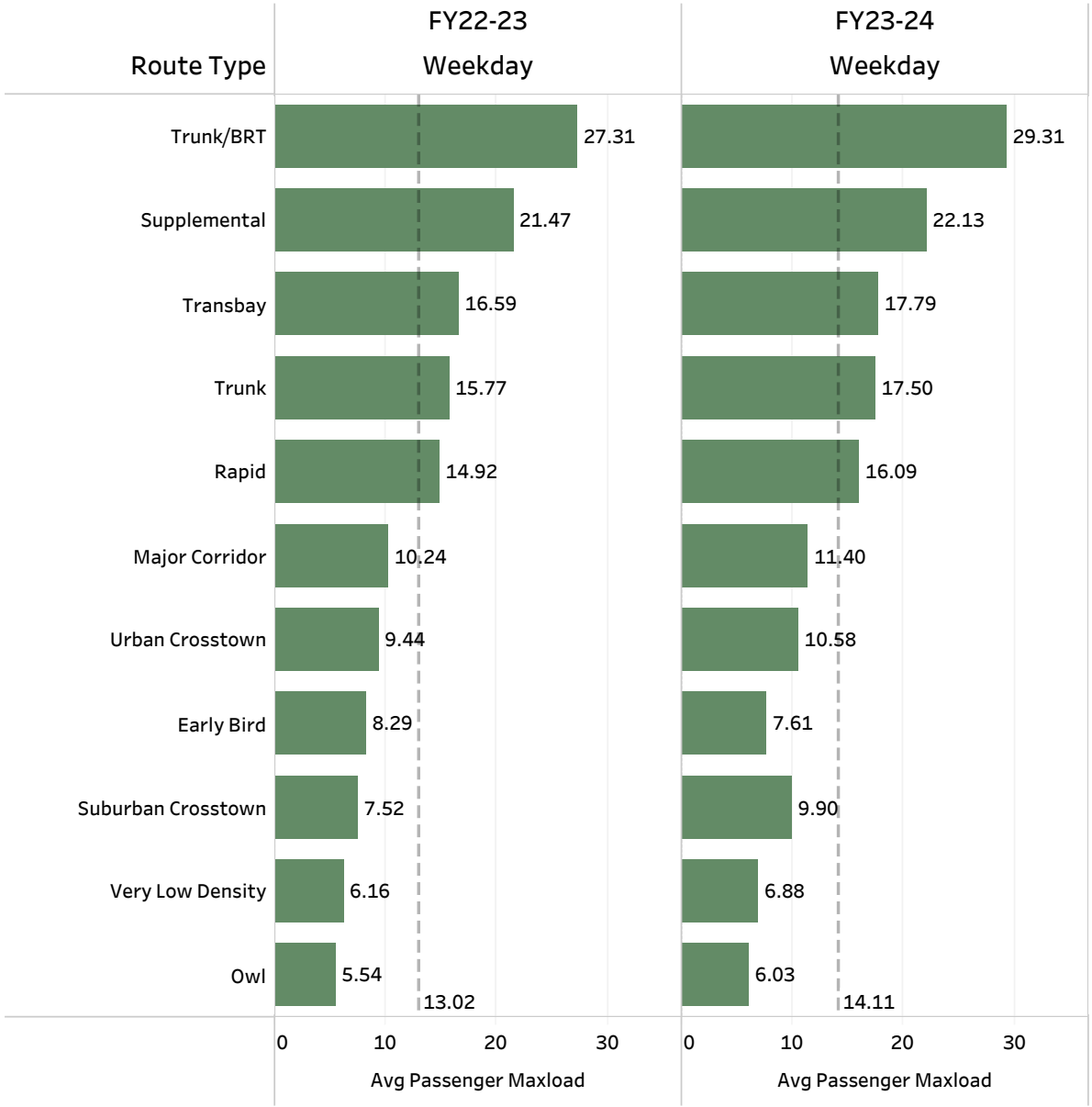


OTP % Change

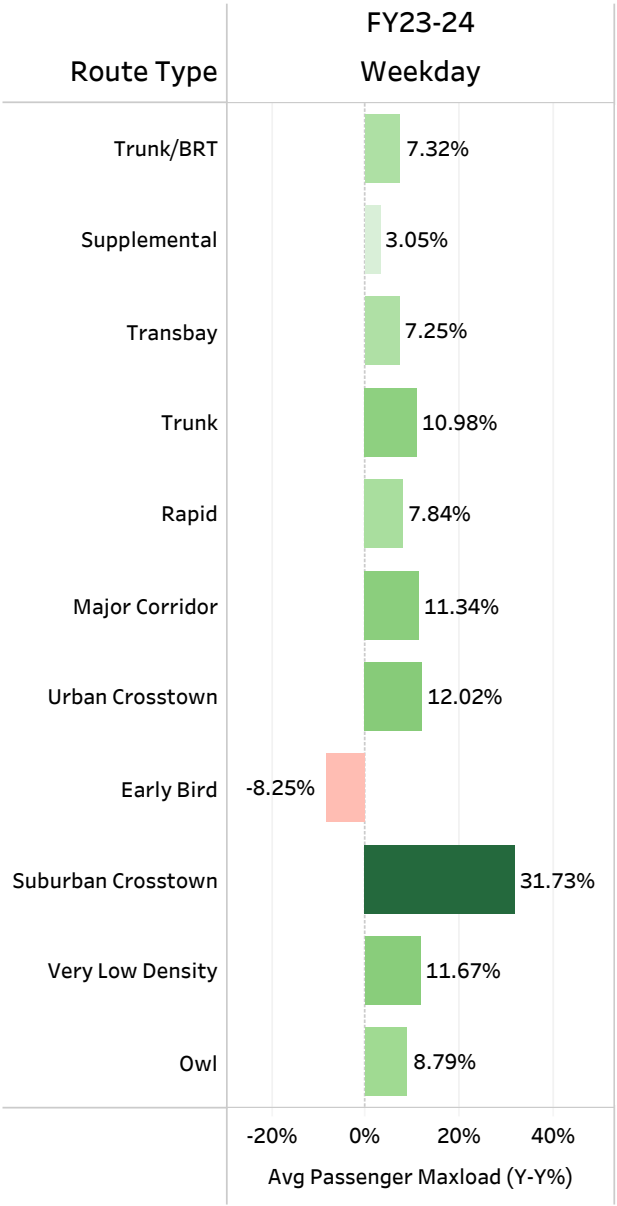
Route Type	Weekday FY22-23	FY23-24
Very Low Density	75.0%	76.3%
Urban Crosstown	75.3%	76.4%
Trunk/BRT	72.7%	75.0%
Trunk	68.3%	69.0%
Transbay	70.3%	67.8%
Supplemental	66.3%	68.2%
Suburban Crosstown	80.1%	76.2%
Rapid	70.5%	72.8%
Owl	75.2%	76.5%
Major Corridor	75.1%	75.7%
Early Bird	84.5%	90.1%

[1.5] PASSENGER MAXLOADS

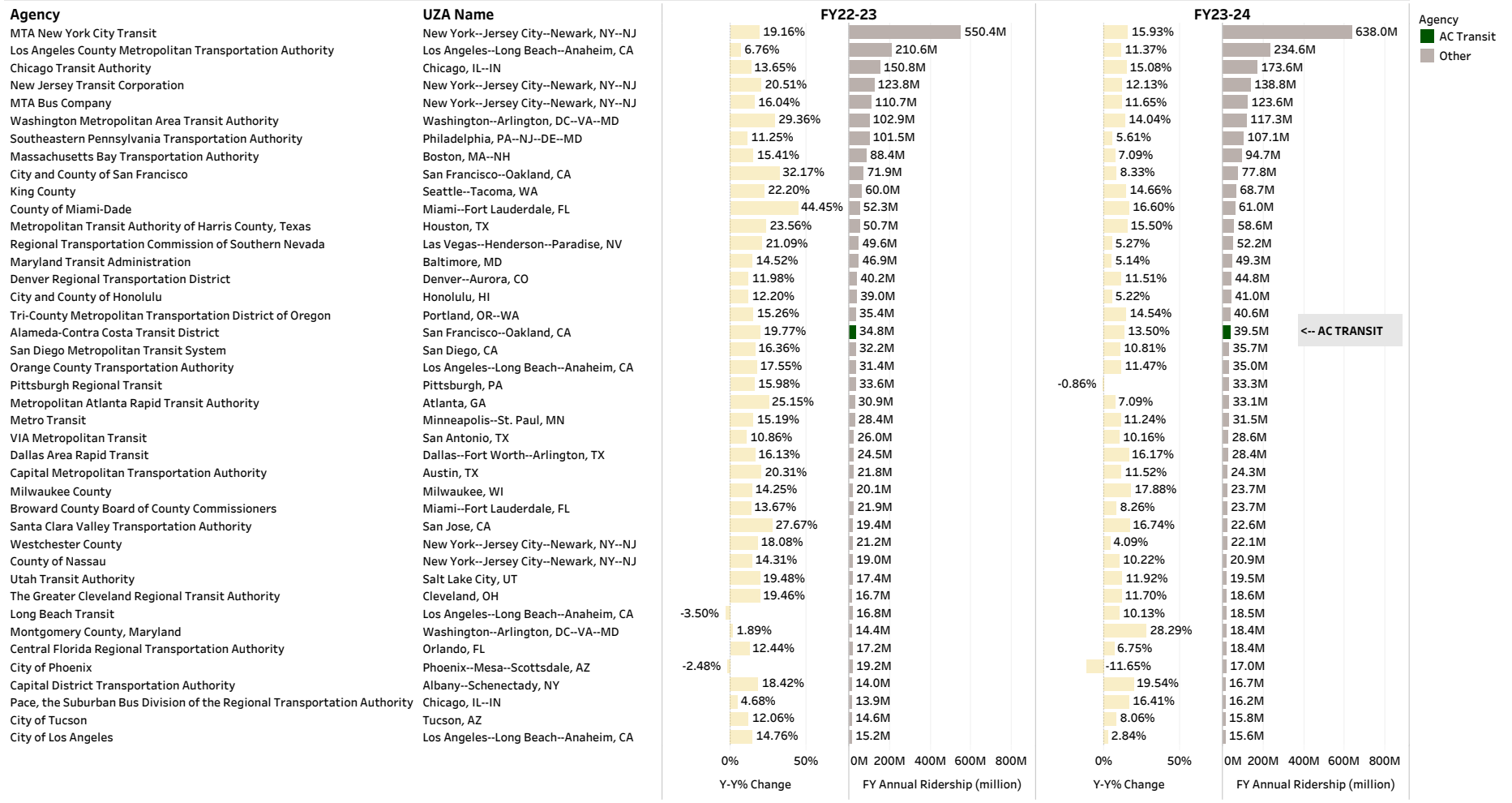
Passenger Maxloads

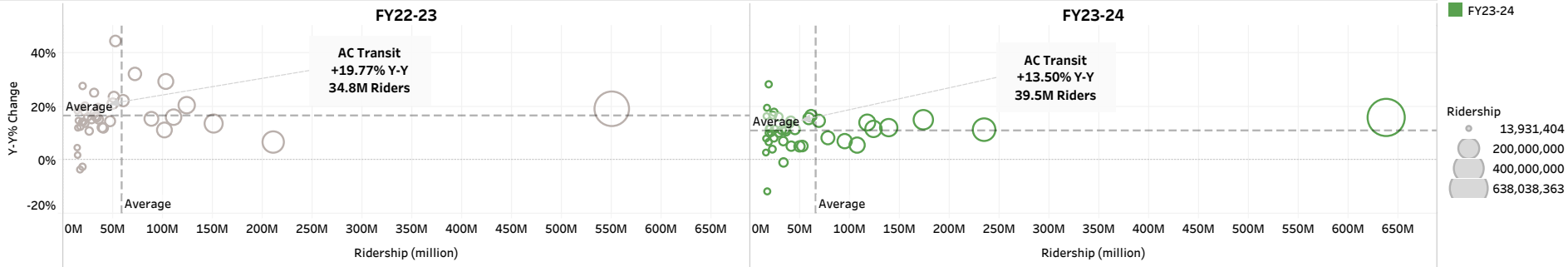


Y-Y % Change



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



Agency	UZA Name	FY22-23 Y-Y%	FY22-23 Ridership	FY23-24 Y-Y%	FY23-24 Ridership
MTA New York City Transit	New York--Jersey City--Newark, NY--NJ	19.16%	550.4M	15.93%	638.0M
Los Angeles County Metropolitan Transportation Authority	Los Angeles--Long Beach--Anaheim, CA	6.76%	210.6M	11.37%	234.6M
Chicago Transit Authority	Chicago, IL--IN	13.65%	150.8M	15.08%	173.6M
New Jersey Transit Corporation	New York--Jersey City--Newark, NY--NJ	20.51%	123.8M	12.13%	138.8M
MTA Bus Company	New York--Jersey City--Newark, NY--NJ	16.04%	110.7M	11.65%	123.6M
Washington Metropolitan Area Transit Authority	Washington--Arlington, DC--VA--MD	29.36%	102.9M	14.04%	117.3M
Southeastern Pennsylvania Transportation Authority	Philadelphia, PA--NJ--DE--MD	11.25%	101.5M	5.61%	107.1M
Massachusetts Bay Transportation Authority	Boston, MA--NH	15.41%	88.4M	7.09%	94.7M
City and County of San Francisco	San Francisco--Oakland, CA	32.17%	71.9M	8.33%	77.8M
King County	Seattle--Tacoma, WA	22.20%	60.0M	14.66%	68.7M
County of Miami-Dade	Miami--Fort Lauderdale, FL	44.45%	52.3M	16.60%	61.0M
Metropolitan Transit Authority of Harris County, Texas	Houston, TX	23.56%	50.7M	15.50%	58.6M
Regional Transportation Commission of Southern Nevada	Las Vegas--Henderson--Paradise, NV	21.09%	49.6M	5.27%	52.2M
Maryland Transit Administration	Baltimore, MD	14.52%	46.9M	5.14%	49.3M
Denver Regional Transportation District	Denver--Aurora, CO	11.98%	40.2M	11.51%	44.8M
City and County of Honolulu	Honolulu, HI	12.20%	39.0M	5.22%	41.0M
Tri-County Metropolitan Transportation District of Oregon	Portland, OR--WA	15.26%	35.4M	14.54%	40.6M
Alameda-Contra Costa Transit District	San Francisco--Oakland, CA	19.77%	34.8M	13.50%	39.5M
San Diego Metropolitan Transit System	San Diego, CA	16.36%	32.2M	10.81%	35.7M
Orange County Transportation Authority	Los Angeles--Long Beach--Anaheim, CA	17.55%	31.4M	11.47%	35.0M
Pittsburgh Regional Transit	Pittsburgh, PA	15.98%	33.6M	-0.86%	33.3M
Metropolitan Atlanta Rapid Transit Authority	Atlanta, GA	25.15%	30.9M	7.09%	33.1M
Metro Transit	Minneapolis--St. Paul, MN	15.19%	28.4M	11.24%	31.5M
VIA Metropolitan Transit	San Antonio, TX	10.86%	26.0M	10.16%	28.6M
Dallas Area Rapid Transit	Dallas--Fort Worth--Arlington, TX	16.13%	24.5M	16.17%	28.4M
Capital Metropolitan Transportation Authority	Austin, TX	20.31%	21.8M	11.52%	24.3M
Milwaukee County	Milwaukee, WI	14.25%	20.1M	17.88%	23.7M
Broward County Board of County Commissioners	Miami--Fort Lauderdale, FL	13.67%	21.9M	8.26%	23.7M
Santa Clara Valley Transportation Authority	San Jose, CA	27.67%	19.4M	16.74%	22.6M
Westchester County	New York--Jersey City--Newark, NY--NJ	18.08%	21.2M	4.09%	22.1M
County of Nassau	New York--Jersey City--Newark, NY--NJ	14.31%	19.0M	10.22%	20.9M
Utah Transit Authority	Salt Lake City, UT	19.48%	17.4M	11.92%	19.5M
The Greater Cleveland Regional Transit Authority	Cleveland, OH	19.46%	16.7M	11.70%	18.6M
Long Beach Transit	Los Angeles--Long Beach--Anaheim, CA	-3.50%	16.8M	10.13%	18.5M
Montgomery County, Maryland	Washington--Arlington, DC--VA--MD	1.89%	14.4M	28.29%	18.4M
Central Florida Regional Transportation Authority	Orlando, FL	12.44%	17.2M	6.75%	18.4M
City of Phoenix	Phoenix--Mesa--Scottsdale, AZ	-2.48%	19.2M	-11.65%	17.0M
Capital District Transportation Authority	Albany--Schenectady, NY	18.42%	14.0M	19.54%	16.7M
Pace, the Suburban Bus Division of the Regional Transportation Authority	Chicago, IL--IN	4.68%	13.9M	16.41%	16.2M
City of Tucson	Tucson, AZ	12.06%	14.6M	8.06%	15.8M
City of Los Angeles	Los Angeles--Long Beach--Anaheim, CA	14.76%	15.2M	2.84%	15.6M

Agency Ridership vs. Y-Y% Change