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[1.1] FY19-20 Ridership Performance Summary

FY19-20 Ridership [Local, Transbay]

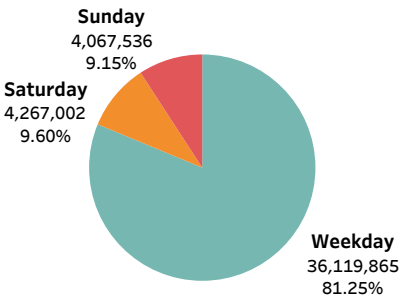
	FY18-19	FY19-20
Weekday	44,103,274	36,119,865
Saturday	4,523,955	4,267,002
Sunday	4,414,251	4,067,536
Grand Total	53,041,480	44,454,403

FY19-20 Annual Riders

44,454,403

Y-Y % Change

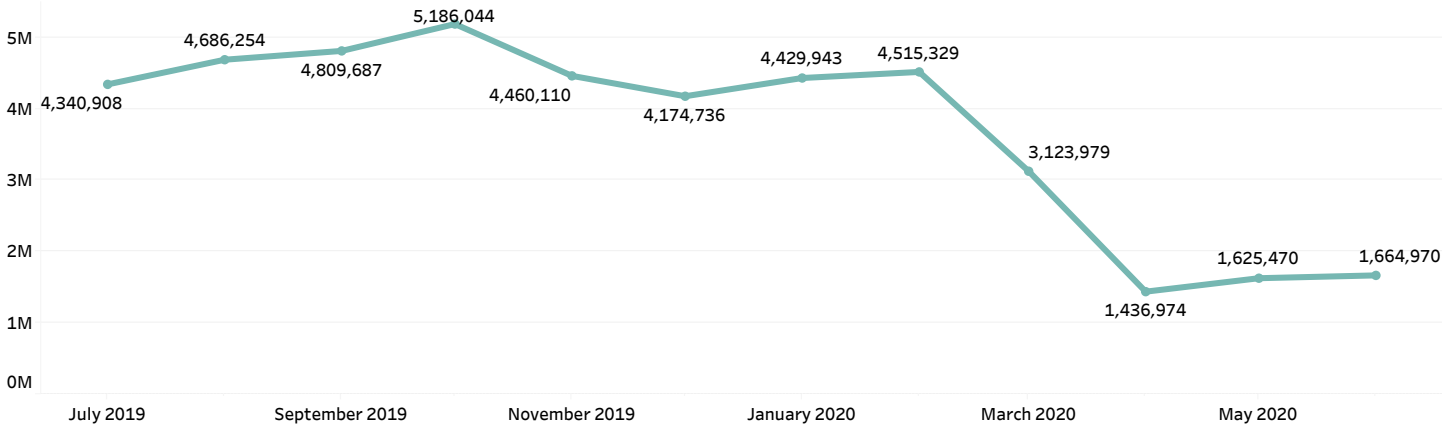
-16.2%



> 44.4 Million riders in FY19-20

> -16.2% Y-Y decline

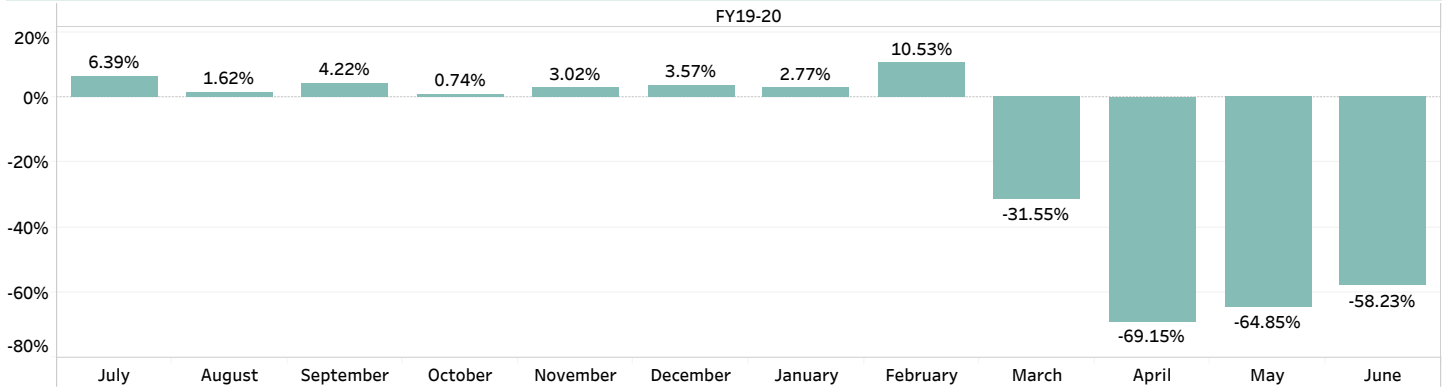
Monthly Ridership



> Monthly ridership averaged 4.1M - 5.2M riders between July-19 to Feb-20

> Ridership impacts were first impacted by Covid-19 in Mar-20 with the announcement of shelter-in-place (SIP) orders and school closures

Y-Y % Change



> Between Jul-19 to Feb-20, ridership was up overall +4% Y-Y

> Mar-20 saw a rapid ridership decline (-31.5% Y-Y) in riders resulting from Covid-19 SIP order

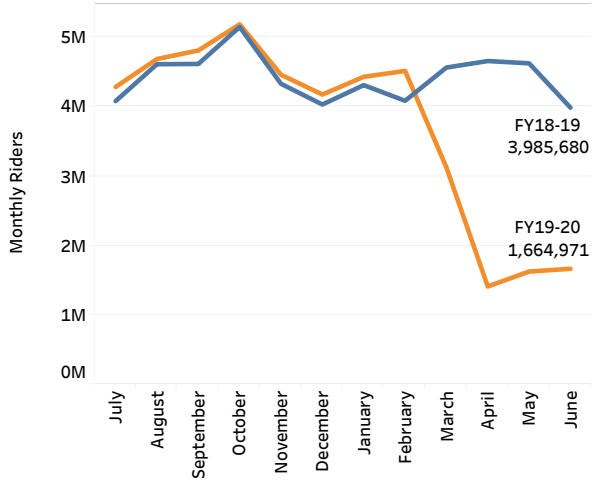
> AC Transit operated under a modified Sunday schedule between 3/31 - 8/8/20

> April-20 saw the lowest ridership (-69% Y-Y)

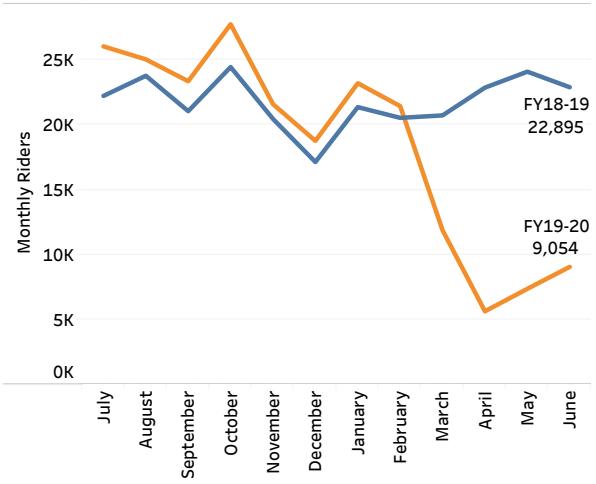
[1.2] Monthly Riders by Service Mode

FY18-19
FY19-20

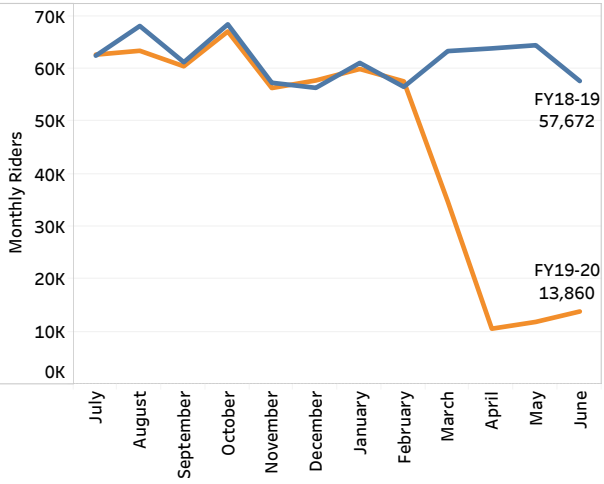
[a] Local & Transbay Service [MB-DO, CB-DO]



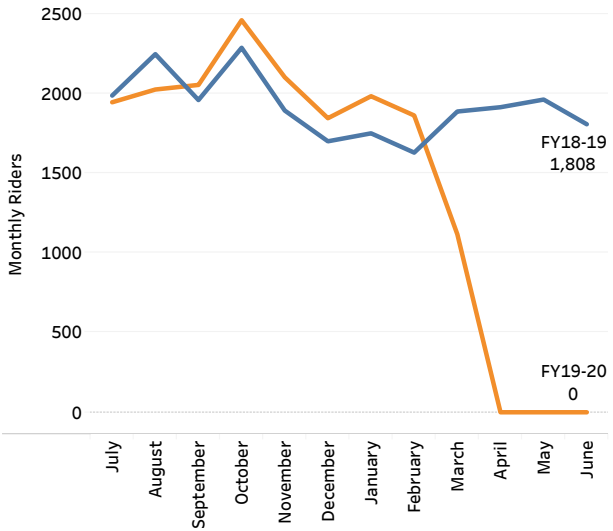
[b]Dumbarton [MB-PT]



[c] Paratransit [DR-PT]



[d] Flex Service [DR-DO] (service suspended as of 3/31/20)



Totals by Mode

Mode	FY18-19	FY19-20
[a] MB-DO	50,222,832	42,142,041
[a] CB-DO	2,818,648	2,228,385
[b] MB-PT	261,560	221,107
[c] DR-PT	741,097	556,431
[d] DR-DO	23,034	17,401
Grand Total	54,067,171	45,165,365

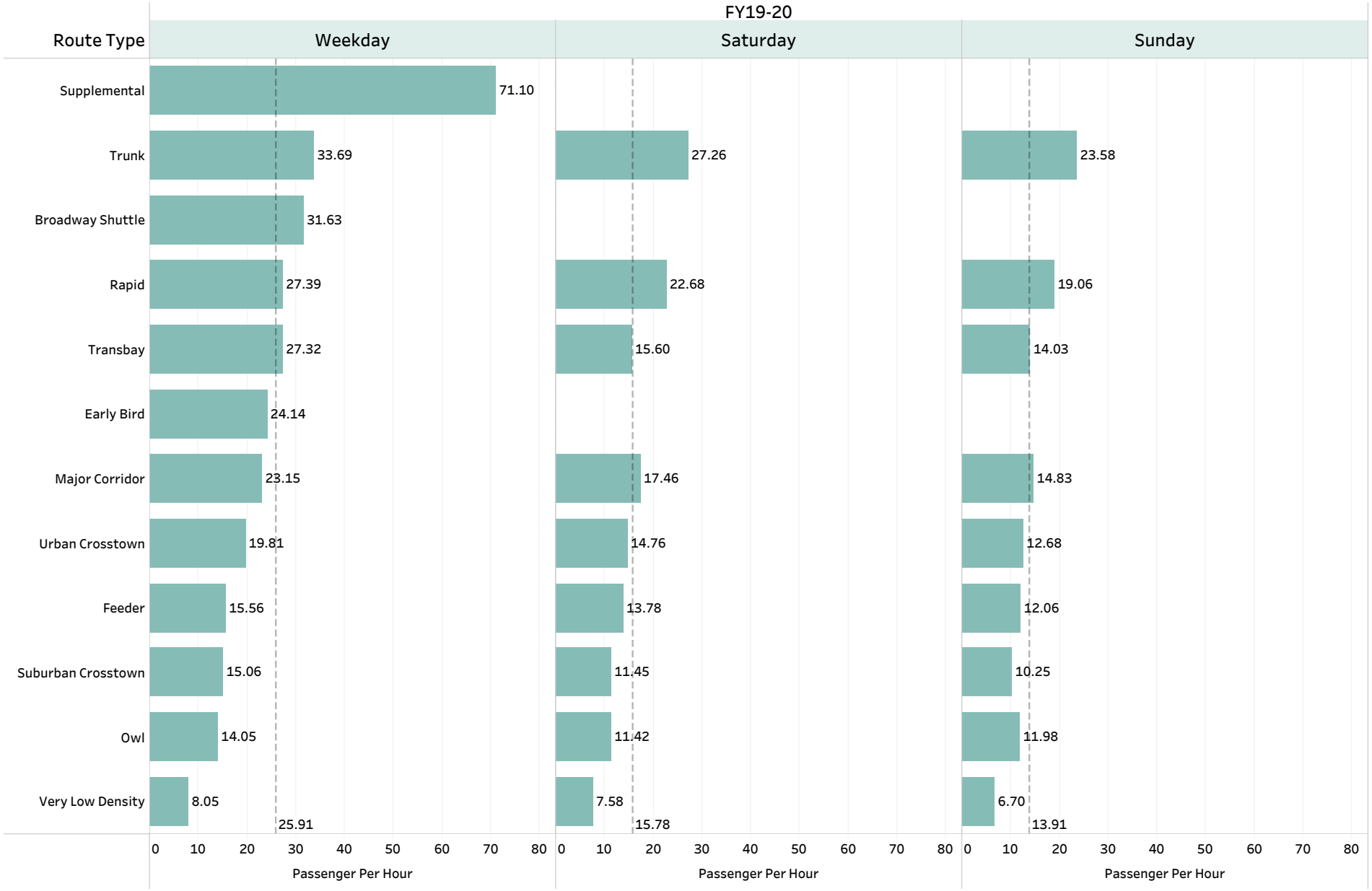
Y-Y % Chg

FY19-20
-16.1%
-20.9%
-24.5%
-15.5%
-24.9%
-16.5%

> Ridership declined across all service modes with a similar pattern, dropping steeply in Mar-20 as a result of Covid-19 shelter-in-place orders

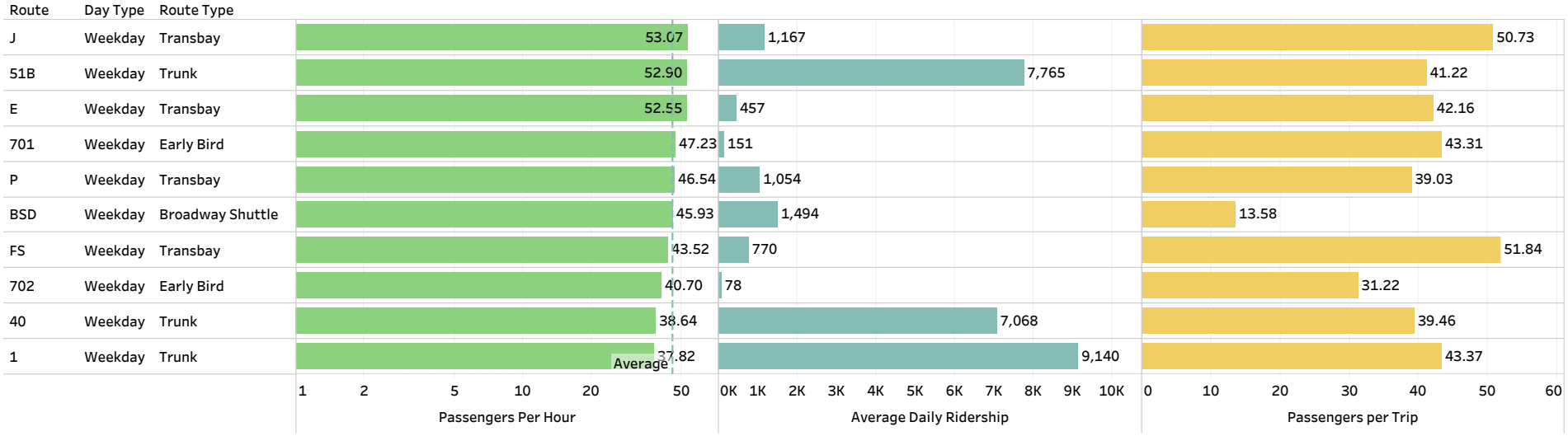
> Year-over-year declines for all service modes ranged between -15.5% to -24.9%

[1.3] Productivity by Service Type

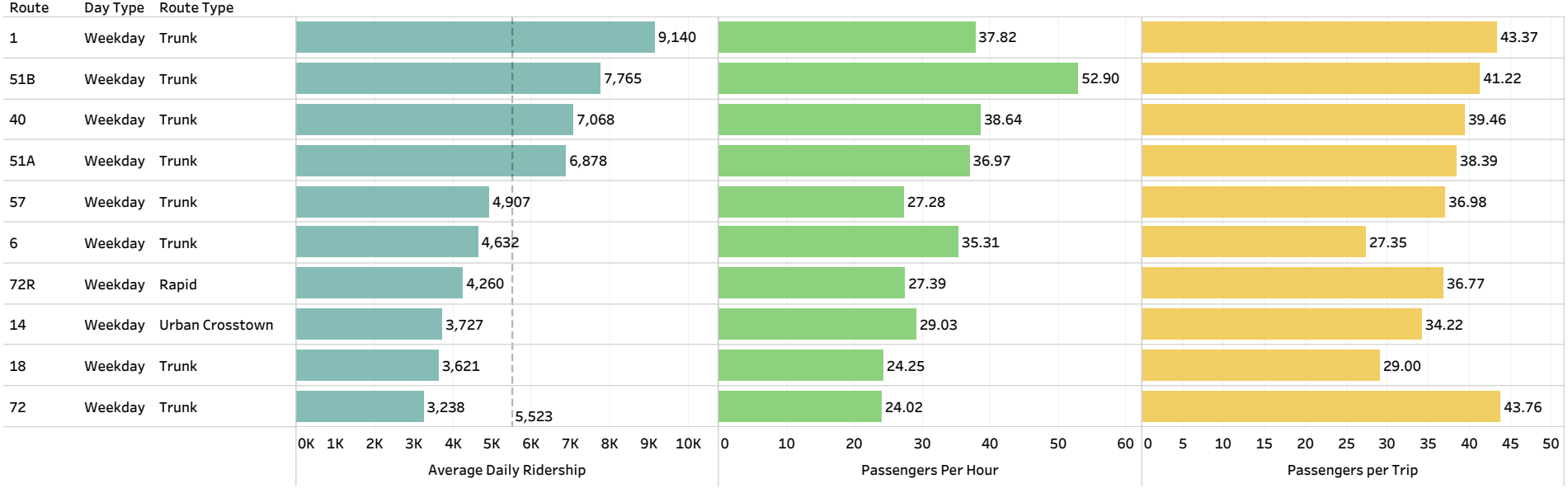


[1.4] Productivity - Top 10 Routes

Top 10 Routes - Passengers Per Hour

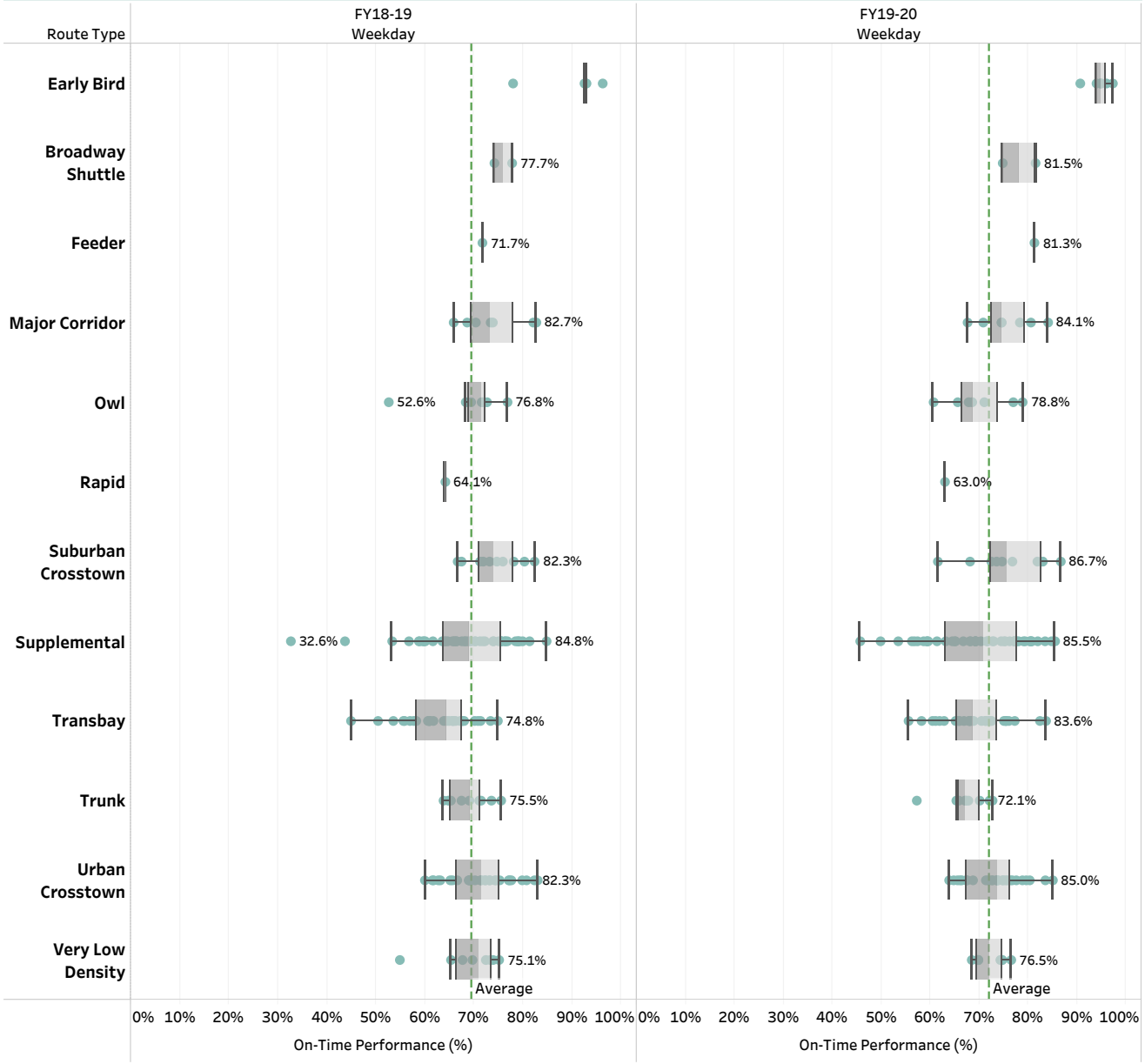


Top 10 Routes - Average Daily Ridership



[1.5] On-Time Performance

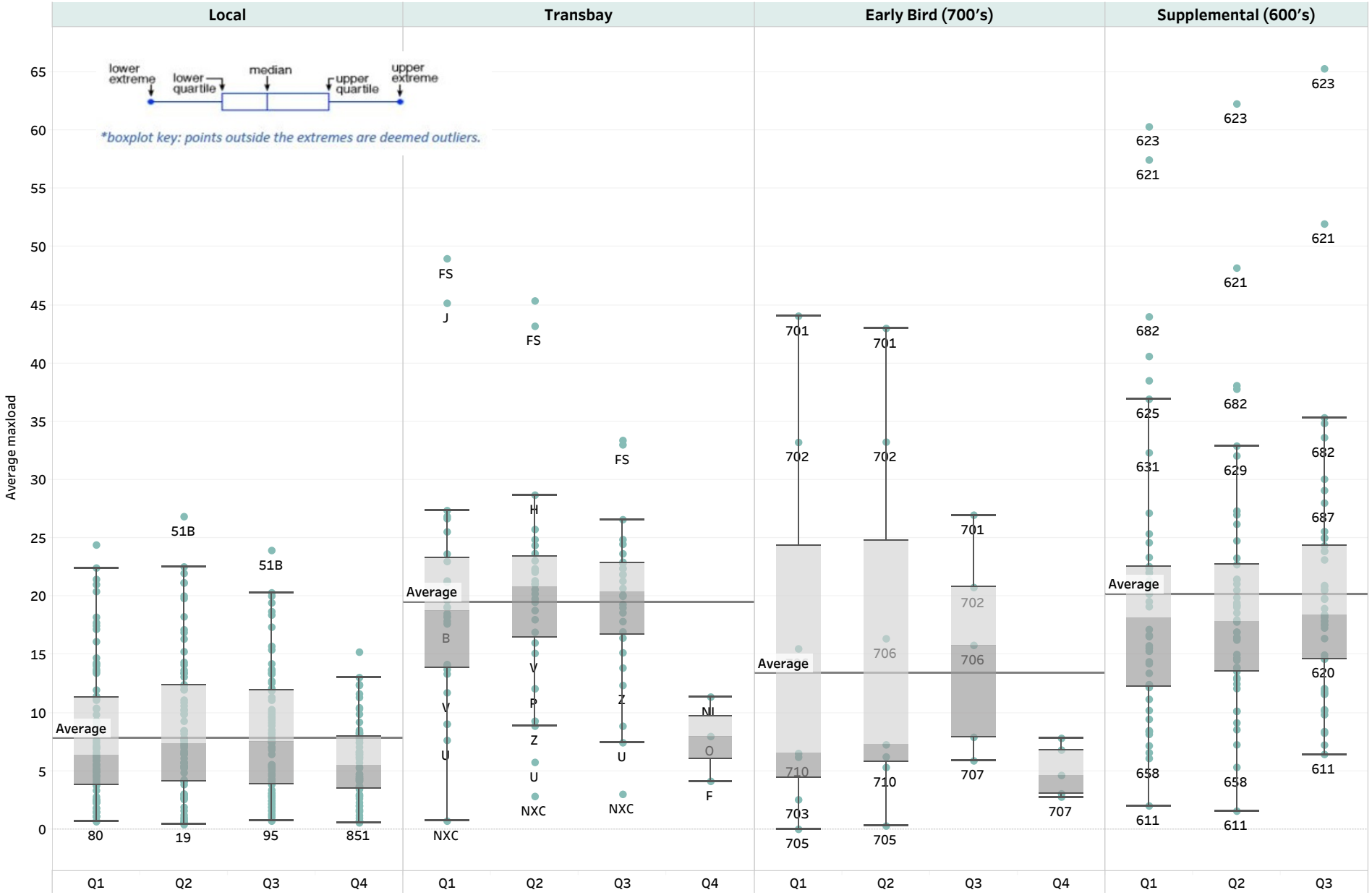
OTP by Route Type

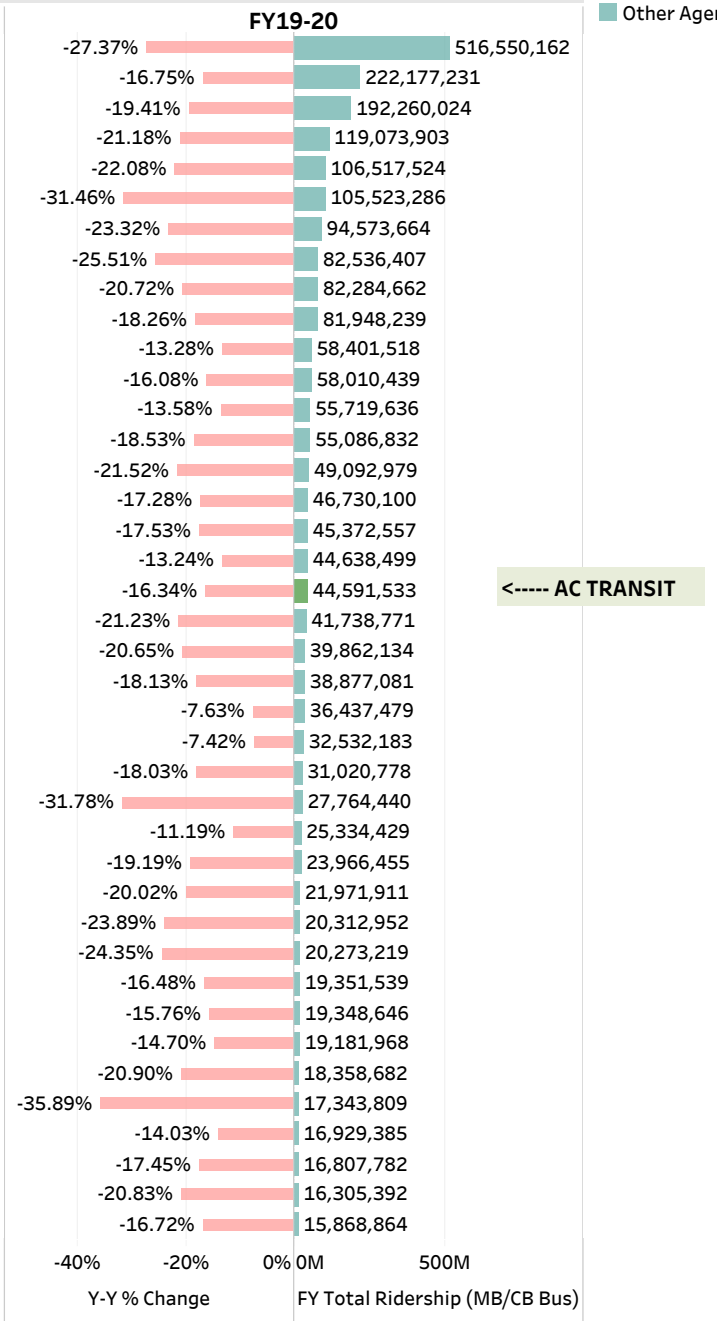


OTP % Change

Route Type	Weekday FY18-19	Weekday FY19-20
Early Bird	90.8%	94.6%
Broadway Shuttle	75.9%	78.1%
Feeder	71.7%	81.3%
Major Corridor	73.8%	75.8%
Owl	69.0%	69.9%
Rapid	64.1%	63.0%
Suburban Crosstown	74.1%	76.1%
Supplemental	68.2%	70.0%
Transbay	63.2%	69.3%
Trunk	69.1%	67.3%
Urban Crosstown	71.3%	73.1%
Very Low Density	69.0%	72.2%

[1.6] Weekday Average Maxloads



[1.7] Industry Ridership Trends - Peer Comparison (> 15M annual riders)

Agency	UZA Name	FY19-20 Y-Y % Change	FY19-20 FY Total Ridership (MB/CB Bus)
MTA New York City Transit	New York-Newark, NY-NJ-CT	-27.37%	516,550,162
Los Angeles County Metro Transportation Authority	L.A.-Long Beach-Anaheim, CA	-16.75%	222,177,231
Chicago Transit Authority	Chicago, IL-IN	-19.41%	192,260,024
New Jersey Transit Corporation	New York-Newark, NY-NJ-CT	-21.18%	119,073,903
MTA Bus Company	New York-Newark, NY-NJ-CT	-22.08%	106,517,524
Southeastern Pennsylvania Transportation Authority	Philadelphia, PA-NJ-DE-MD	-31.46%	105,523,286
Washington Metropolitan Area Transit Authority	Washington, DC-VA-MD	-23.32%	94,573,664
San Francisco Municipal Railway	San Francisco-Oakland, CA	-25.51%	82,536,407
King County Dept of Transportation - Metro Transit Div	Seattle, WA	-20.72%	82,284,662
Massachusetts Bay Transportation Authority	Boston, MA-NH-RI	-18.26%	81,948,239
Metropolitan Transit Authority of Harris County, Texas	Houston, TX	-13.28%	58,401,518
Denver Regional Transportation District	Denver-Aurora, CO	-16.08%	58,010,439
Regional Transportation Commission of Southern Nevada	Las Vegas-Henderson, NV	-13.58%	55,719,636
Maryland Transit Administration	Baltimore, MD	-18.53%	55,086,832
City and County of Honolulu Dept of Transportation Svcs	Urban Honolulu, HI	-21.52%	49,092,979
Tri-County Metro Transportation District of Oregon	Portland, OR-WA	-17.28%	46,730,100
Port Authority of Allegheny County	Pittsburgh, PA	-17.53%	45,372,557
Metropolitan Atlanta Rapid Transit Authority	Atlanta, GA	-13.24%	44,638,499
Alameda-Contra Costa Transit District	San Francisco-Oakland, CA	-16.34%	44,591,533
Metro Transit	Minneapolis-St. Paul, MN-WI	-21.23%	41,738,771
Miami-Dade Transit	Miami, FL	-20.65%	39,862,134
San Diego Metropolitan Transit System	San Diego, CA	-18.13%	38,877,081
VIA Metropolitan Transit	San Antonio, TX	-7.63%	36,437,479
Dallas Area Rapid Transit	Dallas-Fort Worth-Arlington, TX	-7.42%	32,532,183
Orange County Transportation Authority	L.A.-Long Beach-Anaheim, CA	-18.03%	31,020,778
City of Phoenix Public Transit Department,Valley Metro	Phoenix-Mesa, AZ	-31.78%	27,764,440
Capital Metropolitan Transportation Authority	Austin, TX	-11.19%	25,334,429
Milwaukee County	Milwaukee, WI	-19.19%	23,966,455
Santa Clara Valley Transportation Authority	San Jose, CA	-20.02%	21,971,911
Broward County Transit Division	Miami, FL	-23.89%	20,312,952
Pace - Suburban Bus Division	Chicago, IL-IN	-24.35%	20,273,219
Nassau Inter County Express	New York-Newark, NY-NJ-CT	-16.48%	19,351,539
Bi-State Dev Agency of the Missouri-Illinois Metro Dist	St. Louis, MO-IL	-15.76%	19,348,646
Central Florida Regional Transportation Authority	Orlando, FL	-14.70%	19,181,968
Long Beach Transit	L.A.-Long Beach-Anaheim, CA	-20.90%	18,358,682
Westchester County Bee-Line System	New York-Newark, NY-NJ-CT	-35.89%	17,343,809
Niagara Frontier Transportation Authority	Buffalo, NY	-14.03%	16,929,385
Utah Transit Authority	Salt Lake City-West Valley City, UT	-17.45%	16,807,782
Ride-On Montgomery County Transit	Washington, DC-VA-MD	-20.83%	16,305,392
Central Ohio Transit Authority	Columbus, OH	-16.72%	15,868,864