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## [1.1] FY20-21 Ridership Performance Summary

FY20-21 [MB,CB, RB]

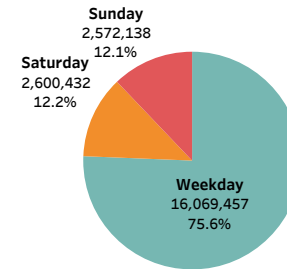
	FY19-20	FY20-21
Weekday	36,119,865	16,069,457
Saturday	4,267,002	2,600,432
Sunday	4,067,536	2,572,138
Grand Total	44,454,403	21,242,027

FY20-21 Annual Riders

21,242,027

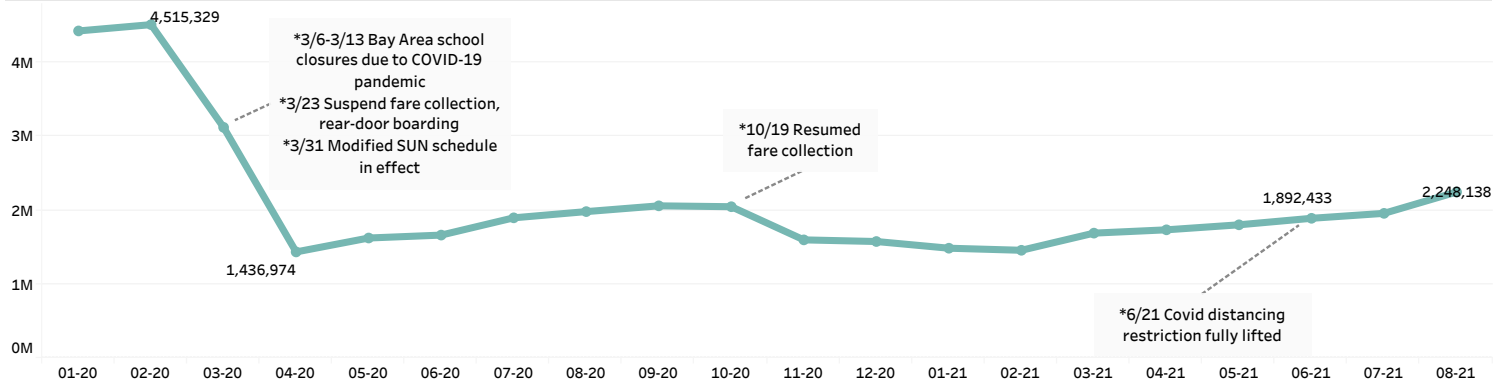
Y-Y % Change

-52.2%



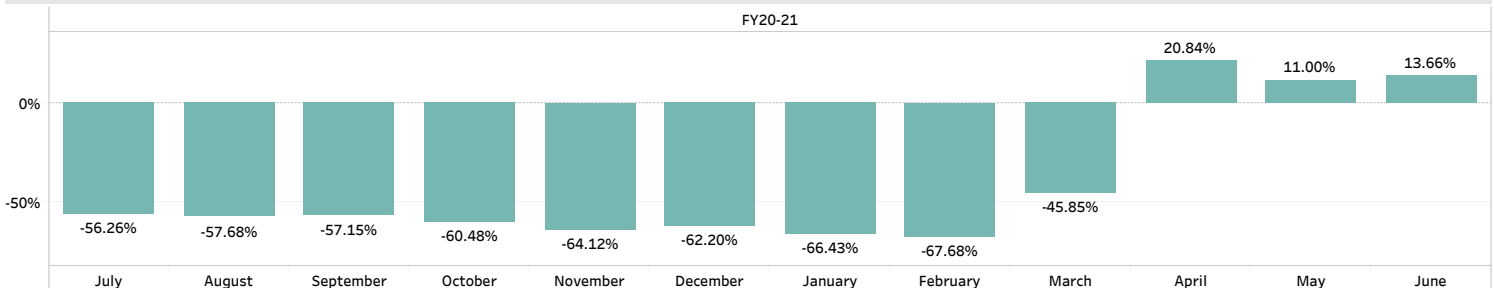
- 21 Million annual riders in FY20-21
- -52% Y-Y decline

### Monthly Ridership Trend [Jan-20 to Aug-21]



- FY20-21 ridership averaged 1.7M riders monthly riders compared to 4.5M riders in the prior year
- Ridership impacts were first impacted by Covid-19 in Mar-20 with the announcement of shelter-in-place (SIP) orders and school closures
- Fare collection suspended 3/23/20 - 10/18/20
- AC Transit operated under a modified Sunday schedule between 3/31 - 8/8/20
- COVID-19 vehicle capacity and social distancing requirements were in effect through the Fiscal year; restrictions fully lifted 6/21/21

### FY20-21 Y-Y % Change

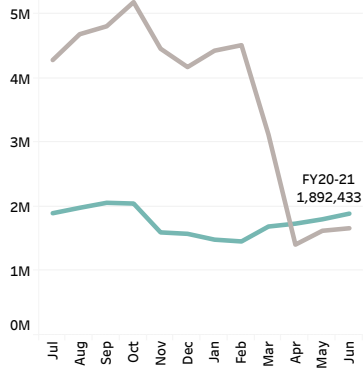


Direct Operated Fixed Route Service Modes | MB = Motorbus (Local), CB = Commuter bus (Transbay), RB = Rapid Bus (Tempo/BRT)

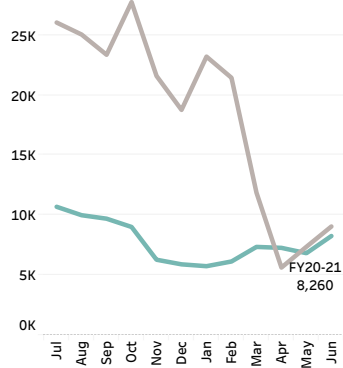
## [1.2] Annual Riders by Service Mode

FY19-20  
FY20-21

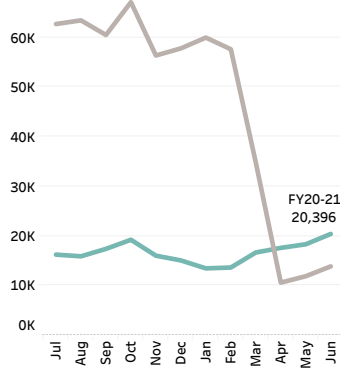
[a] Local/Transbay [MB-DO, CB-DO]



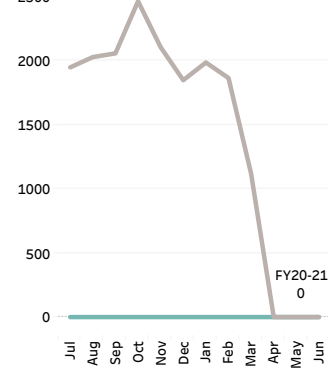
[b] Dumbarton [MB-PT]



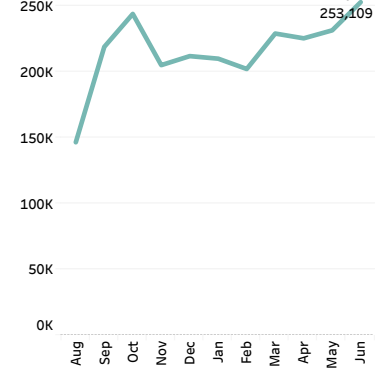
[c] Paratransit [DR-PT]



[d] Flex [DR-DO] (suspended Mar-20)



[e] Tempo/BRT [RB-DO]



### Totals by Mode

Mode	FY19-20	FY20-21
[a] MB-DO	42,142,041	18,794,852
[a] CB-DO	2,228,385	67,751
[b] MB-PT	221,107	93,185
[c] DR-PT	556,431	199,825
[d] DR-DO	17,401	0
[e] RB-DO		2,379,424
Grand Total	45,165,365	21,535,037

### Y-Y % Chg

	FY20-21
[a] MB-DO	-55.4%
[a] CB-DO	-97.0%
[b] MB-PT	-57.9%
[c] DR-PT	-64.1%
[d] DR-DO	-100.0%
[e] RB-DO	
Grand Total	-52.3%

□ 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 -55% to -97%

□ [a] Motorbus [MB-DO] service declines 55%, reflecting the majority of local service

□ [a] Commuterbus [CB-DO] reflects the Transbay service which declined 97% Y-Y as most of the lines were suspended at the start of the pandemic/shelter-in-place orders

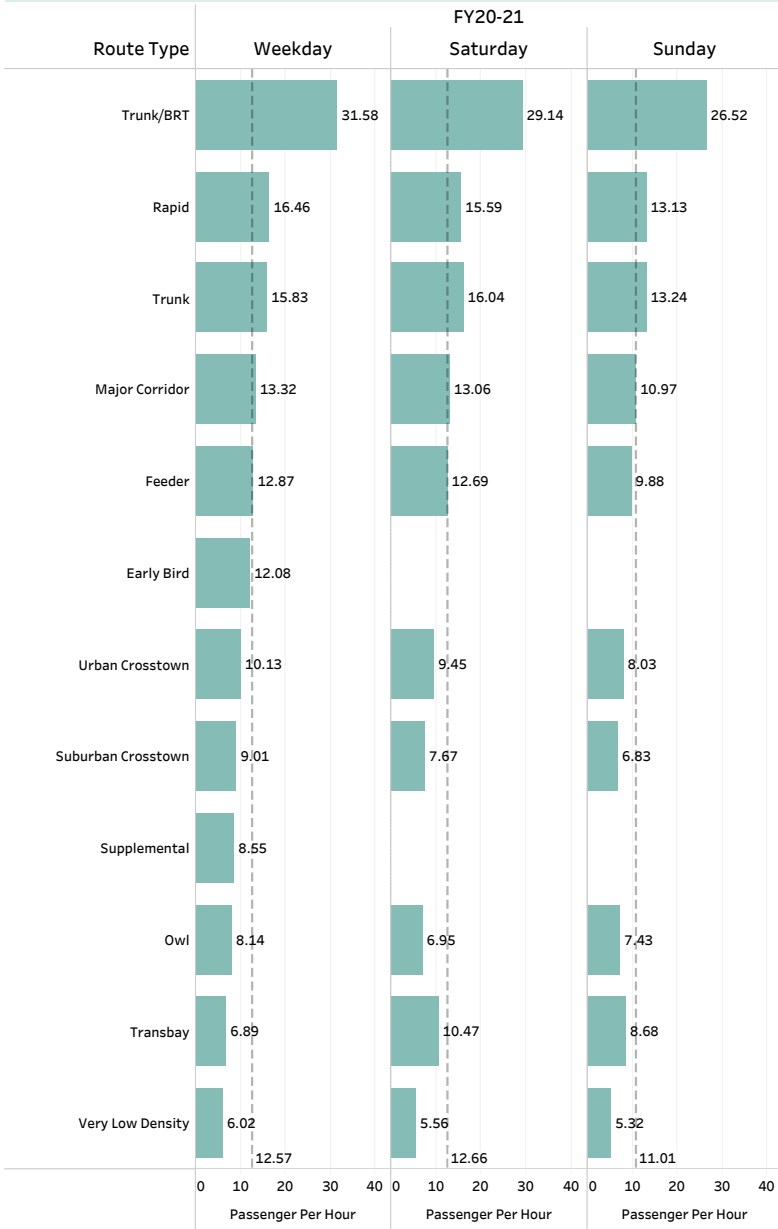
□ [b, c] Dumbarton [MB-PT] and Paratransit [DR-PT] services saw steep ridership declines of -58% and -64% Y-Y respectively.

□ [d] Flex [DR-DO] service remains suspended since 3/31/20

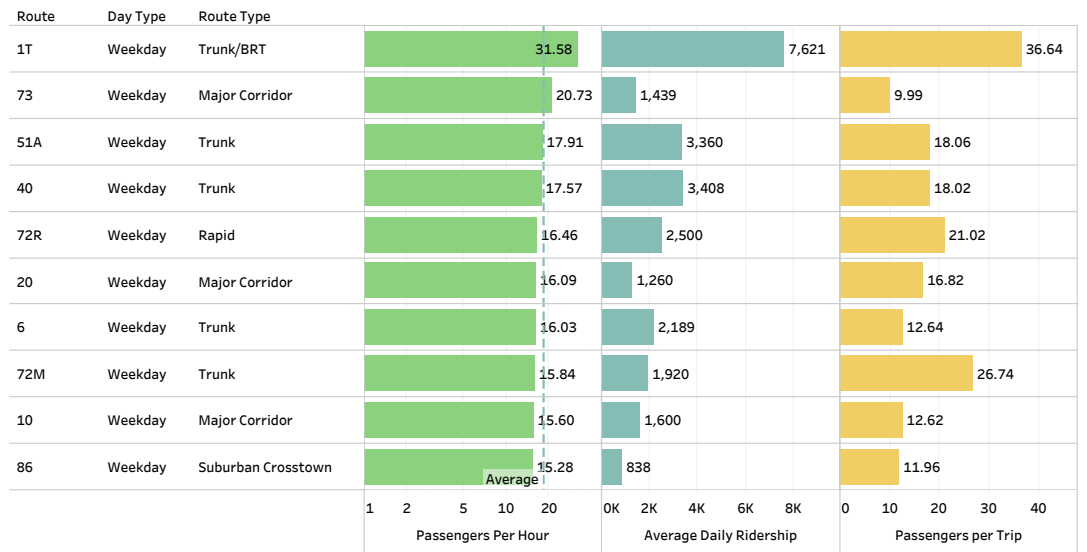
□ [e] TEMPO [RB-DO] began service in August 2020, reaching 250k monthly riders in June 2021.

## [1.3] Productivity - Top 10 Routes

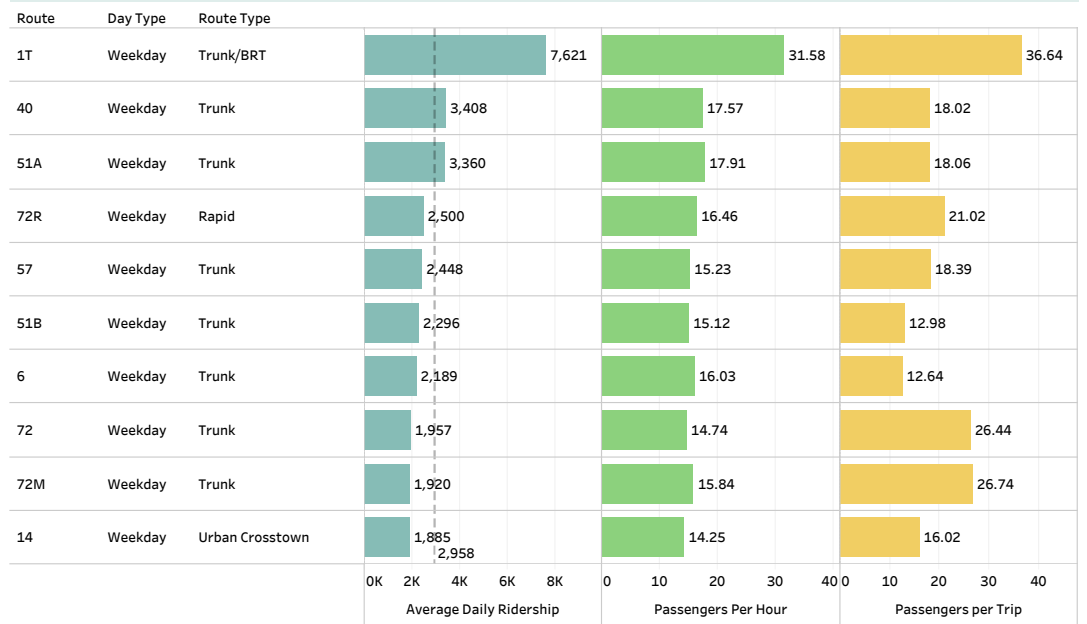
### Productivity by Service Type



### Top 10 Routes - Passengers Per Hour

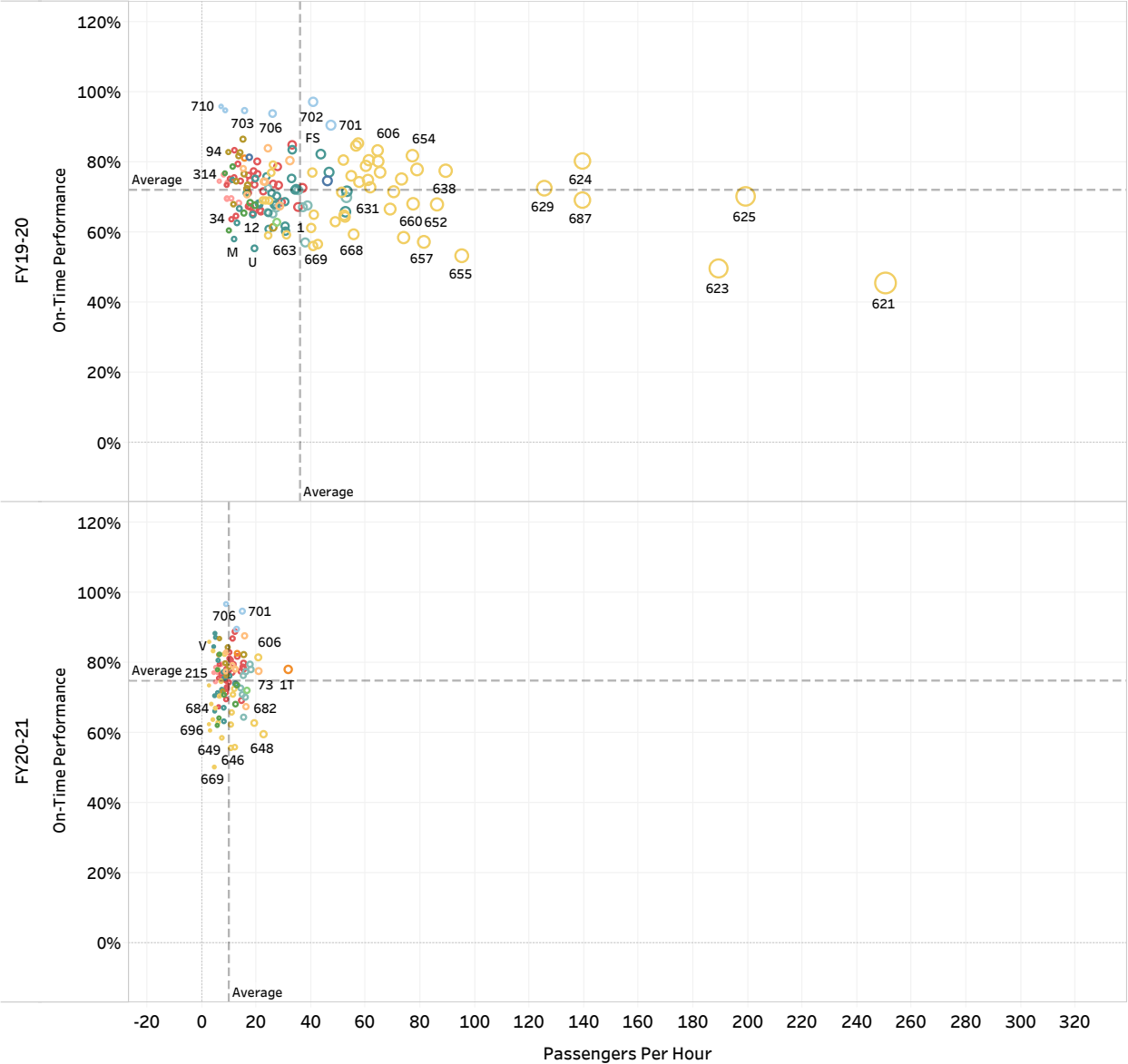


### Top 10 Routes - Average Daily Ridership



#### [1.4] On-Time Performance

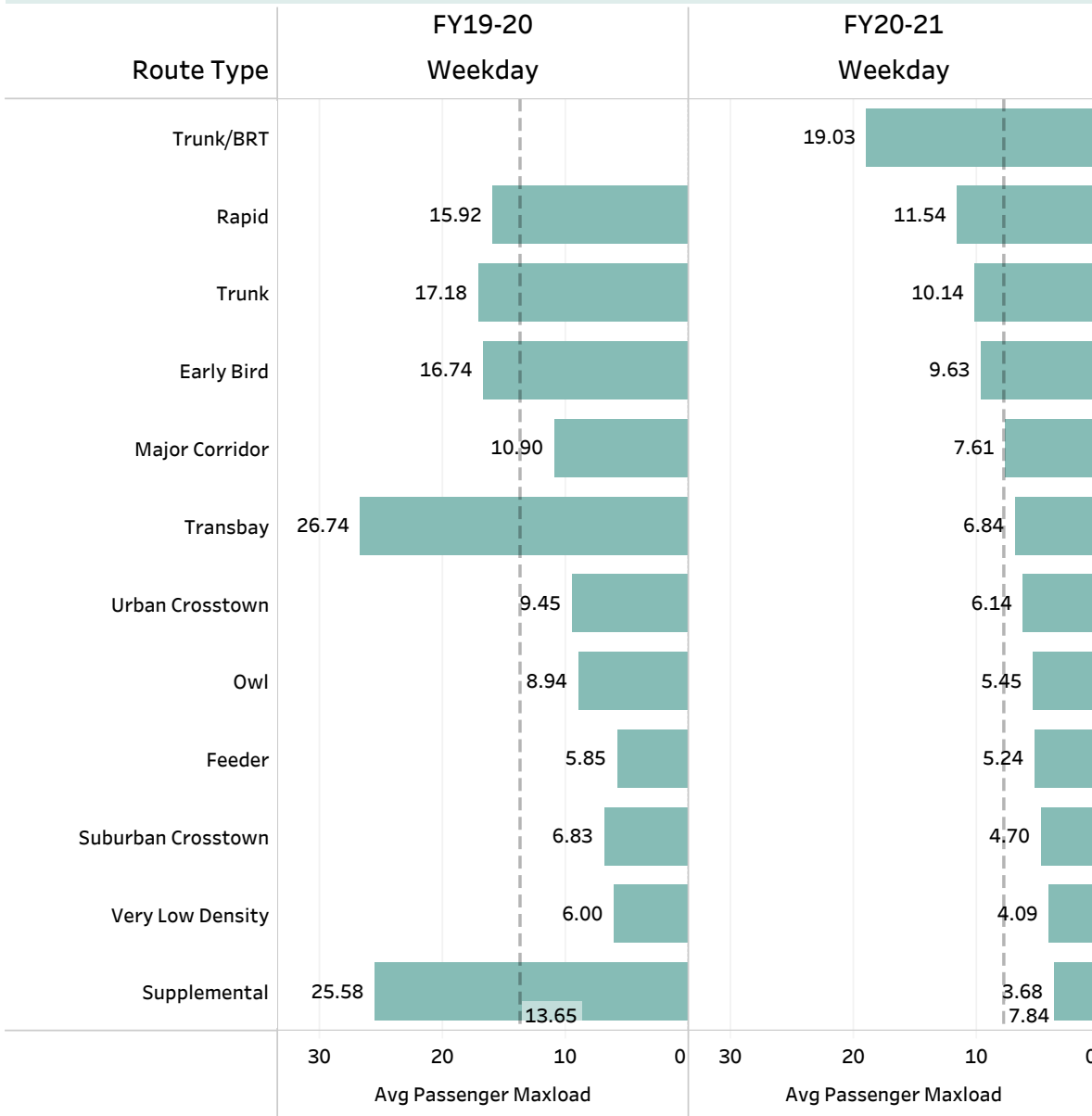
FY20-21 vs. FY19-20 OTP Scatterplot



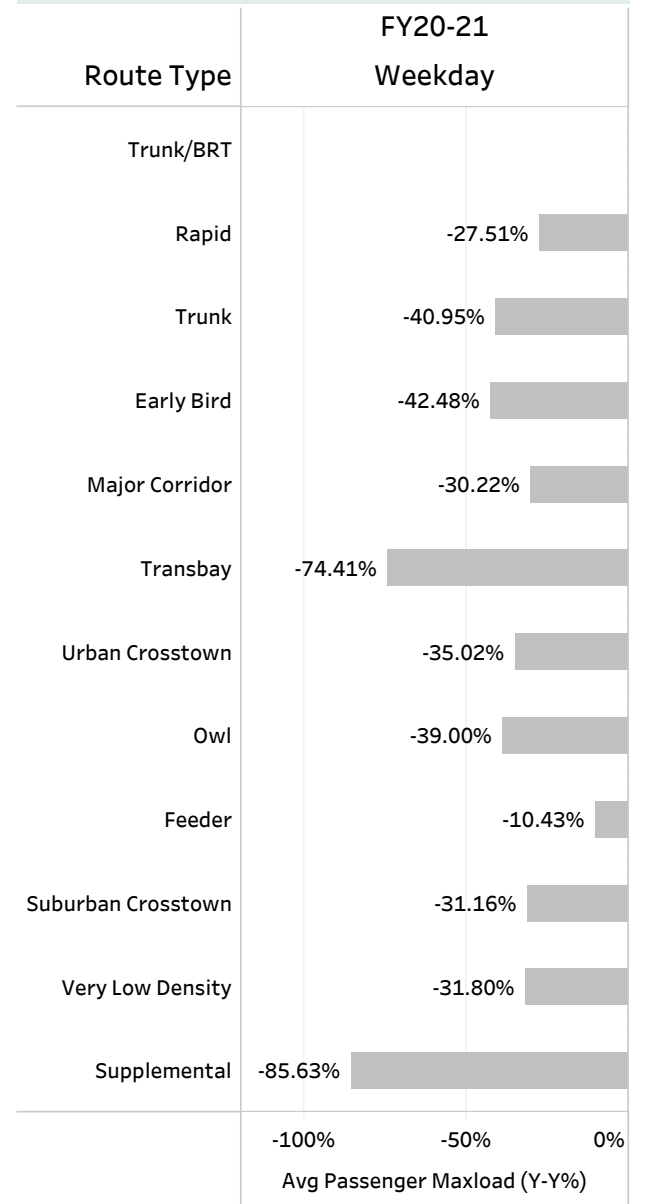
OTP % Change		
Route Type	Weekday FY19-20	FY20-21
Trunk/BRT		78.2%
Trunk	67.3%	73.8%
Early Bird	94.6%	93.7%
Feeder	81.3%	82.8%
Major Corridor	75.8%	78.7%
Rapid	63.0%	72.2%
Suburban Crosstown	76.1%	80.4%
Transbay	69.3%	75.4%
Urban Crosstown	73.1%	77.1%
Owl	69.9%	71.4%
Very Low Density	72.2%	78.3%
Supplemental	70.0%	67.9%
Broadway Shuttle	78.1%	

## [1.5] Passenger Maxloads

### Passenger Maxloads

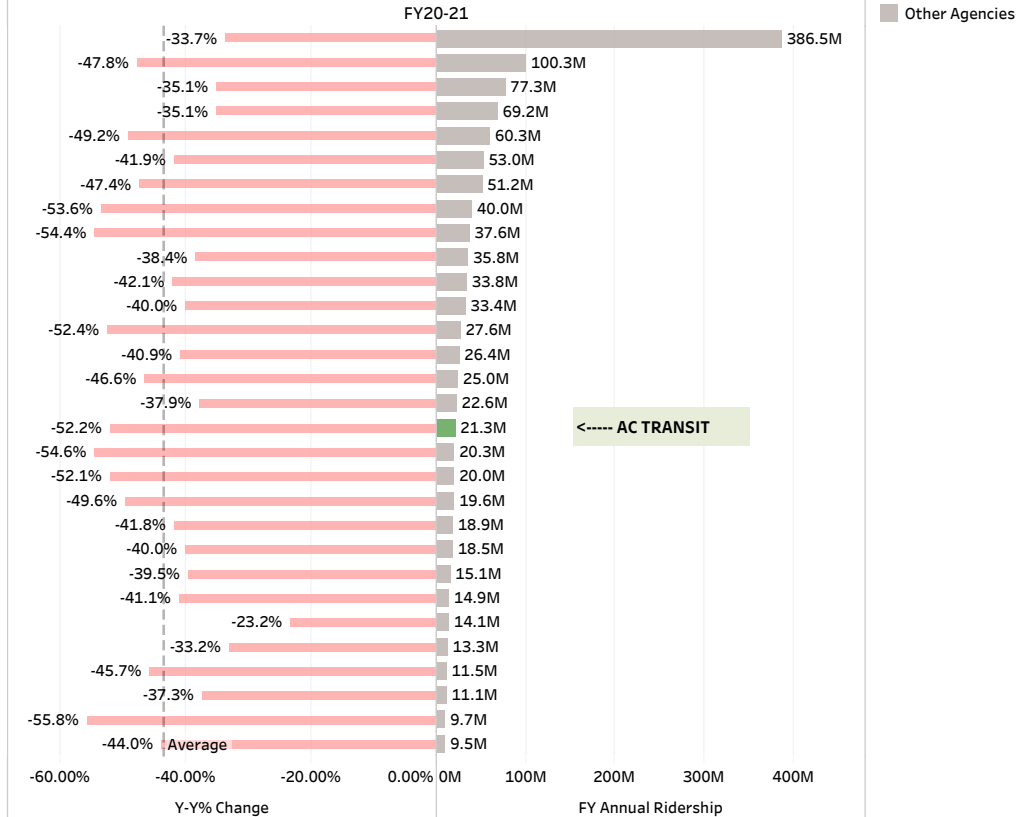


### Y-Y % Change



## [1.6] Industry Ridership Trends - Peer Comparison (> 9M annual riders)

Agency	UZA Name
MTA New York City Transit	New York-Newark, NY-NJ-CT
Chicago Transit Authority	Chicago, IL-IN
New Jersey Transit Corporation	New York-Newark, NY-NJ-CT
MTA Bus Company	New York-Newark, NY-NJ-CT
Southeastern Pennsylvania Transportation Authority	Philadelphia, PA-NJ-DE-MD
Massachusetts Bay Transportation Authority	Boston, MA-NH-RI
Washington Metropolitan Area Transit Authority	Washington, DC-VA-MD
City and County of San Francisco	San Francisco-Oakland, CA
King County Department of Metro Transit	Seattle, WA
Maryland Transit Administration	Baltimore, MD
Metropolitan Transit Authority of Harris County, Texas	Houston, TX
Regional Transportation Commission of Southern Nevada	Las Vegas-Henderson, NV
Denver Regional Transportation District	Denver-Aurora, CO
Metropolitan Atlanta Rapid Transit Authority	Atlanta, GA
Tri-County Metropolitan Transportation District of Oregon	Portland, OR-WA
VIA Metropolitan Transit	San Antonio, TX
Alameda-Contra Costa Transit District	San Francisco-Oakland, CA
Port Authority of Allegheny County	Pittsburgh, PA
Metro Transit	Minneapolis-St. Paul, MN-WI
San Diego Metropolitan Transit System	San Diego, CA
Dallas Area Rapid Transit	Dallas-Fort Worth-Arlington, TX
Orange County Transportation Authority	Los Angeles-Long Beach-Anaheim, CA
Milwaukee County	Milwaukee, WI
Capital Metropolitan Transportation Authority	Austin, TX
Long Beach Transit	Los Angeles-Long Beach-Anaheim, CA
Central Florida Regional Transportation Authority	Orlando, FL
Pace - Suburban Bus Division	Chicago, IL-IN
Utah Transit Authority	Salt Lake City-West Valley City, UT
Santa Clara Valley Transportation Authority	San Jose, CA
Niagara Frontier Transportation Authority	Buffalo, NY



## Agency Ridership vs. Y-Y% Change

