

## 2019 LYNX RIDERSHIP YEAR END REVIEW

In the last five years, LYNX ridership has declined by 16.5%. Annual system-wide ridership in 2014 was 30,138,279. By 2019 the ridership had decreased to 25,157,382 riders per year.

SunRail, Central Florida's commuter rail system, started service on May 1, 2014 and its ridership has continued to grow. SunRail Phase II began operation in July 2018 and ridership increased significantly. When the system total ridership of SunRail is combined with the system total ridership of LYNX to examine transit ridership for the region, we can see that regional transit ridership has been relatively consistent between FY 2018 and FY 2019. One influencing factor is that a number of LYNX riders switched over to SunRail for at least a portion of their daily commute.

Over the last few years, there have been changes in the travel patterns of LYNX customers due to the introduction of SunRail, the improved economy (low unemployment), and reduced gas prices. Low gasoline prices in recent years have helped lead to a reduction in ridership for public-transit agencies across the U.S. The low cost for fuel appears to be encouraging our customers to drive more. Additionally, more people are utilizing rideshares such as Uber and LYFT for trips that would have been made on LYNX.

Total LYNX system-wide ridership for period of October 2018 through September 2019 is 25,157,382. This reduction in ridership was expected due to the economic factors described above. LYNX experienced ridership growth this year in the service it provides through Vanpool, NeighborLink, and AccessLYNX. However, ridership decreased on LYMMO, and fixed-route.

As LYNX begins a new fiscal year, the October 2019 and November 2019 ridership numbers show the continued influence of reduced gas prices and the improving economy on customer retention.



## September 2019 Service Performance Report

### RIDERSHIP

<b>Total Ridership by Mode</b>						
	Sep-18	Sep-19	% Δ	YTD-18	YTD-19	% Δ
LYMMO	92,797	57,932	-37.6%	1,038,341	1,011,540	-2.6%
Fixed Route	1,876,325	1,631,418	-13.1%	23,082,922	22,821,804	-1.1%
NeighborLink	9,072	10,593	16.8%	107,339	141,894	32.2%
ACCESS LYNX	57,395	58,201	1.4%	672,567	747,879	11.2%
Vanpool	28,937	35,178	21.6%	360,474	434,265	20.5%
Special Events	0	0	-	23,096	25,894	12.1%
<b>SYSTEM TOTAL</b>	<b>2,064,526</b>	<b>1,793,322</b>	<b>-13.1%</b>	<b>25,284,739</b>	<b>25,183,276</b>	<b>-0.4%</b>

<b>September 2018:</b>	19 Weekdays	5 Saturdays	6 Sundays
<b>September 2019:</b>	20 Weekdays	4 Saturdays	6 Sundays

**LYNX** ridership decreased by 271K, or 13.1%, compared to September 2018. System-wide average weekday riders decreased by 15.1% year-to-date. \*There was an issue with farebox data which is being evaluated by the software vendor.

**LYMMO** ridership decreased by about 35K, or 13.1%, compared to September 2018. Average weekday ridership for LYMMO was down 28.2% in September 2019. Ridership decrease is attributed to the closure of the Orlando Union Rescue Mission, 410 W Central Blvd. \*There was also an issue with farebox data, which is being evaluated by the software vendor.

**Fixed Route** ridership decreased by 245K, or 13.1%, compared to September 2018. Average daily ridership decreased by 15.9% compared to the same time period last year. \*Part of this decrease may be associated with the farebox data issue, which is being evaluated by the software vendor. Nationwide bus ridership has seen the largest decrease among transit modes, according to American Public Transportation Association (APTA). This is primarily due to the increased use of rideshare programs, and the low unemployment rate.

**NeighborLink** ridership increased by about 1K, or 16.8%, compared to September 2018. This is due to inaccurate ridership reporting from the previous year, which has been corrected.

**ACCESS LYNX** ridership increased by 1K, or 1.4% when compared to September 2018. This is on par with a general increased use of paratransit as more people become eligible for this service.

**Vanpool** ridership increased by about 6K, or 21.6%, compared to September 2018.

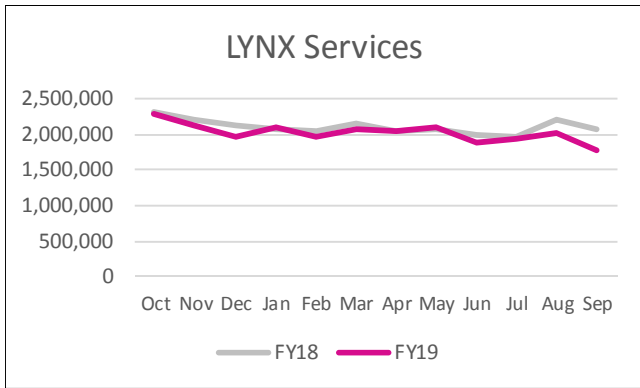
According to the U.S. Energy Information Administration, the average price of gasoline in the U.S. was \$2.90/gallon in September 2018 and \$2.65/gallon in September 2019.

Mode	<b>Average Daily Ridership by Mode</b>								
	<u>Weekday</u>			<u>Saturday</u>			<u>Sunday</u>		
	Sep-18	Sep-19	% Δ	Sep-18	Sep-19	% Δ	Sep-18	Sep-19	% Δ
LYMMO	3,698	2,655	-28.2%	2,259	2,095	-7.3%	1,874	1,738	-7.3%
Fixed Route	74,104	62,331	-15.9%	54,782	51,344	-6.3%	32,408	31,571	-2.6%
NeighborLink	417	467	12.0%	228	315	38.2%	-	-	-
ACCESS LYNX	2,425	2,386	-1.6%	923	1,351	46.4%	430	846	96.7%
Vanpool	1,098	1,565	42.5%	178	296	66.3%	178	251	41.0%
<b>SYSTEM TOTAL</b>	<b>81,742</b>	<b>69,404</b>	<b>-15.1%</b>						

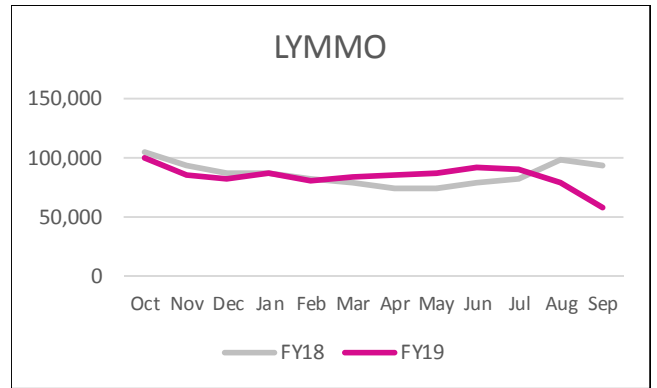


## September 2019 Service Performance Report

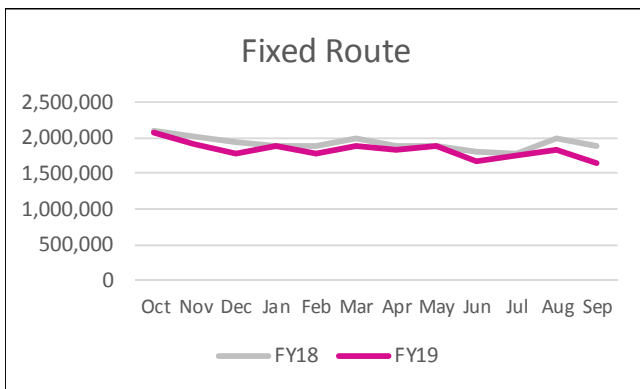
### MONTHLY RIDERSHIP TRENDS BY MODE



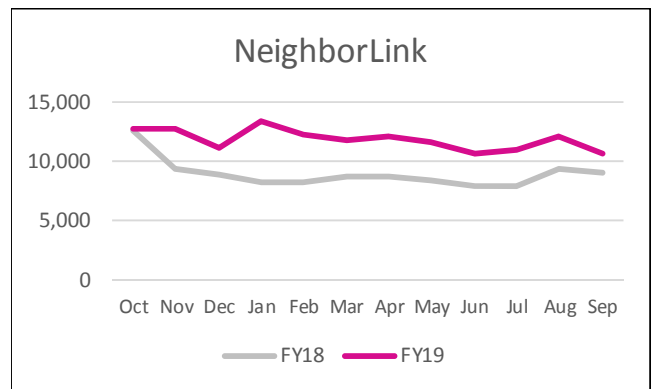
LYNX ridership decreased by 13.1% compared to the same time last year. Average weekday riders decreased by 15.1%.



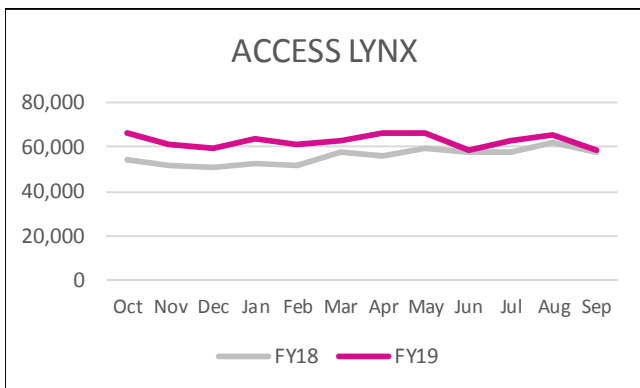
LYMMO ridership decreased by 37.6% compared to the same time last year. Average weekday riders decreased by 28.2%.



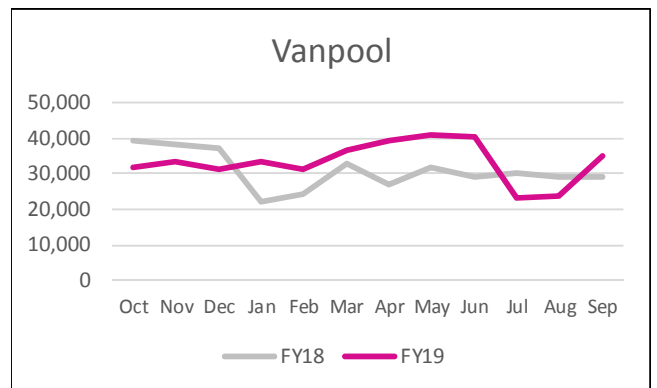
Fixed route ridership decreased 13.1% compared to September 2018. Average weekday riders decreased by 15.9%.



NeighborLink ridership increased 16.8% compared to September 2018. Average daily riders increased by 12.0%.



ACCESS LYNX saw a 1.4% increase over last year. Average daily riders decreased by 1.6%.



Vanpool ridership increased by 21.68% when compared to September 2018.



September 2019 Service Performance Report

FY19 Monthly Modal Performance Data Sheet - September 2019

Month End Reporting	Ridership	Passengers per Trip	On-Time Performance	Farebox Recovery	National Transit Database Reportable Accidents	Complaints per 100,000 Miles	Total Trips Scheduled	Percentage of Scheduled Trips Operated	Fleet Availability	Preventative Maintenance Inspection Completed on Time
<b>LYMMO</b>										
Oct	105,656	11	74%	Not Applicable	0	0.03	10,017	99%	16	82%
Nov	93,747	10	73%		0	0.03	9,494	99%	16	60%
Dec	87,666	9	69%		0	0.05	9,510	99%	16	91%
Jan	87,496	9	67%		0	0.04	9,659	99%	16	89%
Feb	87,216	10	56%		0	0.04	8,848	99%	16	99%
Mar	84,207	9	80%		0	0.08	9,608	99%	16	56%
Apr	85,757	9	86%		0	0.05	9,558	99%	16	100%
May	87,815	9	84%		0	0.08	9,510	99%	16	100%
Jun	91,539	10	85%		0	0.06	8,995	99%	16	92%
Jul	90,944	10	83%		0	0.09	9,510	99%	16	96%
Aug	78,438	8	85%		0	0.09	9,476	99%	16	96%
Sep	31,170	4	88%		0	0.07	8,780	99%	16	100%
YTD	1,011,651	9	77.4%	0	0.06	112,965	99%	16	89%	
<b>Fixed Route</b>										
Oct	2,109,632	23	68%	26%	7	0.03	92,014	99%	289	82%
Nov	2,023,844	23	69%	24%	3	0.03	87,162	99%	291	60%
Dec	1,947,343	22	69%	18%	4	0.05	88,180	99%	288	91%
Jan	1,893,608	21	70%	23%	3	0.04	88,882	99%	290	89%
Feb	1,877,747	23	69%	20%	6	0.04	82,808	99%	289	99%
Mar	1,876,966	21	76%	23%	7	0.08	90,390	99%	283	56%
Apr	1,866,937	21	76%	20%	4	0.05	89,368	99%	288	100%
May	1,879,898	21	77%	19%	7	0.08	90,894	99%	285	100%
Jun	1,678,449	19	78%	17%	3	0.06	87,001	99%	285	92%
Jul	1,740,907	19	77%	24%	4	0.09	90,900	99%	297	96%
Aug	1,836,051	20	73%	19%	6	0.09	91,920	99%	293	96%
Sep	1,631,418	19	73%	22%	7	0.07	85,920	99%	281	100%
YTD	22,362,800	21	72.8%	21%	61	0.06	1,065,439	99%	288	88%



## September 2019 Service Performance Report

### FY19 Monthly Modal Performance Data Sheet - September 2019

	Month End Reporting	Ridership	On-Time Performance	Collected Fares	NTD Reportable Incident	Complaints per 100,000 Miles	Fleet Availability	Preventable Maintenance Inspection Completed On-Time
<b>NeighborLink</b>								
Oct	12,667	100%	100%	1	11.0	85%	95%	
Nov	12,681	100%	100%	0	6.9	86%	96%	
Dec	11,176	100%	100%	0	9.2	83%	97%	
Jan	13,403	100%	100%	0	2.8	84%	95%	
Feb	12,320	100%	100%	0	9.3	84%	96%	
Mar	11,770	100%	100%	0	7.5	96%	96%	
Apr	12,024	100%	100%	0	5.3	100%	100%	
May	11,568	100%	100%	0	12.8	83%	98%	
Jun	10,619	100%	100%	0	14.1	81%	95%	
Jul	11,027	100%	100%	0	6.1	84%	96%	
Aug	12,045	100%	100%	0	6.4	82%	98%	
Sep	10,593	100%	100%	0	17.9	84%	99%	
YTD	141,893	100%	100%	1	9.1	86%	97%	
<b>ACCESS LYNX</b>								
Oct	66,227	90.55%	99.57%	0	10.8	96%	95%	
Nov	61,404	89.93%	99.63%	1	8.7	95%	96%	
Dec	59,049	90.97%	99.68%	2	9.5	96%	97%	
Jan	63,239	93.26%	99.67%	0	5.4	95%	95%	
Feb	60,822	92.41%	99.50%	1	7.5	96%	96%	
Mar	62,409	91.34%	99.42%	0	10.9	96%	96%	
Apr	66,156	90.56%	99.62%	0	11.1	94%	100%	
May	65,828	92.36%	99.60%	2	6.5	95%	98%	
Jun	58,893	91.02%	99.27%	1	4.6	92%	95%	
Jul	62,820	93.82%	99.60%	0	3.2	95%	96%	
Aug	65,620	91.10%	99.78%	0	3.8	94%	98%	
Sep	58,201	88.04%	99.54%	1	5.4	94%	99%	
YTD	750,668	91.28%	99.57%	8	7.3	95%	97%	



## September 2019 Service Performance Report

### Definitions of Metrics Used on the Monthly Performance Data Sheets

**Ridership** – The number of trips taken by people using a public transportation system in a given time period.

**Passengers per Trip** – The average number of passengers who ride on a revenue trip.

**On-Time Performance** – Refers to the level of success of the service operating according to the published schedule (LYNX defines a bus as on-time if it falls within 0 minutes early to five (5) minutes late of the published schedule).

**Farebox Recovery** – The percent of a trip's operating costs recovered through passenger fares.

**National Transit Database (NTD) Reportable Accidents** – A safety or security event occurring on transit right-of-way or infrastructure, at a transit revenue facility, at a transit maintenance facility or rail yard, during a transit related maintenance activity or involving a transit revenue vehicle that results in one or more of the following conditions:

- A fatality confirmed within 30 days of the event
- An injury requiring immediate medical attention away from the scene for one or more person
- Property damage equal to or exceeding \$25,000
- Collisions involving transit revenue vehicles that require towing away from the scene for a transit roadway vehicle or other non-transit roadway vehicle
- An evacuation for life safety reasons

**Complaints per 100,000 Miles** – Total number of complaints received based off of every 100,000 vehicle miles.

**Total Trips Scheduled** – Number of vehicle revenue trips scheduled to operate for the month.

**Percentage of Scheduled Trips Operated** – Percentage of the total of the revenue trips that were actually operated for the month compared to the number that were scheduled to operate.

**Fleet Availability** – Shows the extent to which the bus vehicle fleet is available for revenue-earning work.

**Preventative Maintenance Completed On Time** – Percentage of the total number of scheduled preventative maintenance inspections that were completed on time.

**Collected Fares** – Percentage of fares collected from passengers to use the service.