

2020 LYNX RIDERSHIP YEAR-END REVIEW

In the last five years, LYNX ridership has declined by 34.9%. Annual system-wide ridership in 2016 was 27,368,035. By 2020 the ridership had decreased to 17,804,889 riders per year. 2020 experienced a significant decline in ridership due to COVID-19. Ridership began to decrease in March 2020 and remained at levels that were below the normal levels through the remainder of the fiscal 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 was 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. During FY 2020, ridership was trending upward, but has decreased due to COVID-19 pandemic.

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 people to drive more. Additionally, more people are utilizing rideshares such as Uber and LYFT for trips that would have typically been made on public transit.

Total LYNX system-wide ridership for period of October 2019 through September 2020 is 17,804,889. This reduction in ridership was expected due to the COVID-19 pandemic. LYNX was trending up with ridership growth this year in the service it provides through Vanpool, NeighborLink, and AccessLYNX, but COVID-19 caused a reduction in that number.

As LYNX begins a new fiscal year, the October 2020 and November 2020 ridership numbers show the continued influence of the COVID-19 pandemic on the demand for transit.



September 2020 Service Performance Report

RIDERSHIP

Total Ridership by Mode						
	Sep-19	Sep-20	% Δ	YTD-19	YTD-20	% Δ
LYMMO	61,170	43,379	-29.1%	984,778	575,497	-41.6%
Fixed Route	2,561,966	959,840	-62.5%	22,821,804	16,201,034	-29.0%
NeighborLink	10,593	5,926	-44.1%	141,894	96,160	-32.2%
ACCESS LYNX	58,224	41,321	-29.0%	749,713	598,166	-20.2%
Vanpool	35,178	29,185	-17.0%	434,265	334,032	-23.1%
Special Events	0	0	N/A	25,894	27,215	5.1%
SYSTEM TOTAL	2,727,131	1,079,651	-60.4%	25,158,348	17,832,104	-29.1%

September 2019:	20 Weekdays	4 Saturdays	6 Sundays
September 2020:	21 Weekdays	4 Saturdays	5 Sundays

Average Daily Ridership by Mode									
Mode	Weekday			Saturday			Sunday		
	Sep-19	Sep-20	% Δ	Sep-19	Sep-20	% Δ	Sep-19	Sep-20	% Δ
LYMMO	1,819	1,611	-11.4%	1,282	1,092	-14.8%	1,167	1,037	-11.1%
Fixed Route	46,162	35,442	-23.2%	33,801	26,830	-20.6%	25,058	21,647	-13.6%
NeighborLink	467	261	-44.1%	315	178	-43.5%	-	-	-
ACCESS LYNX	2,387	1,654	-30.7%	1,351	820	-39.3%	848	405	-52.2%
Vanpool	1,565	1,087	-30.5%	296	238	-19.6%	251	209	-16.7%
SYSTEM TOTAL	52,400	40,055	-23.6%						

LYNX ridership decreased by 1.6M, or 60.4%, compared to September 2019. System-wide average weekday riders decreased by 23.6% year-to-date.

LYMMO ridership decreased by about 18K, or 29.1%, compared to September 2019. Average weekday ridership for LYMMO was down 11.4% in September 2020. Ridership decrease is attributed the COVID-19 pandemic.

Fixed Route ridership decreased by 1.6M, or 62.5%, compared to September 2019. Average daily ridership decreased by 23.2% compared to the same time period last year. The COVID-19 pandemic is responsible for decreases in ridership.

NeighborLink ridership decreased by about 4K, or 44.1%, compared to September 2019. This is primarily due to the COVID-19 pandemic.

ACCESS LYNX ridership decreased by 17K, or 29.0% when compared to September 2019. COVID-19 is responsible for a decrease in ridership.

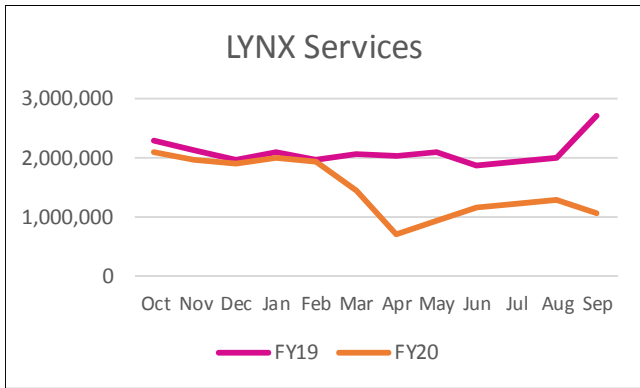
Vanpool ridership decreased by 6K, or 17.0%, compared to September 2019. COVID-19 is responsible for a decrease in ridership.

*According to the U.S. Energy Information Administration, the average price of gasoline in the U.S. was \$2.65/gallon in September 2019 and \$2.30/gallon in September 2020. Historically, low gas prices can result in lower public transit ridership.

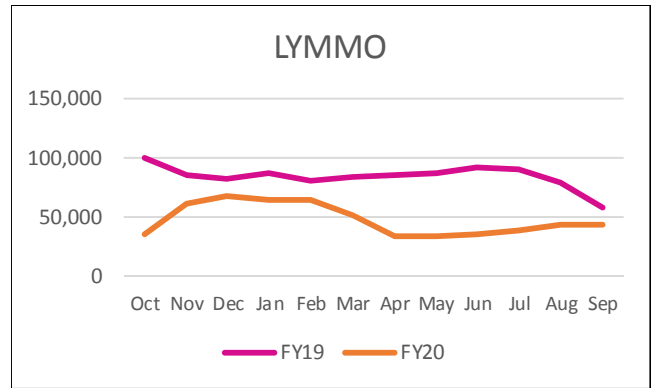


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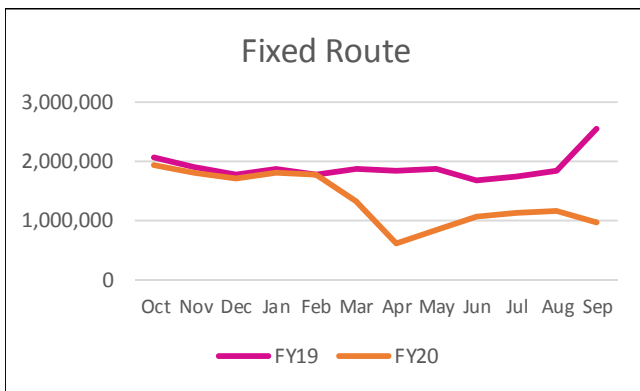
MONTHLY RIDERSHIP TRENDS BY MODE



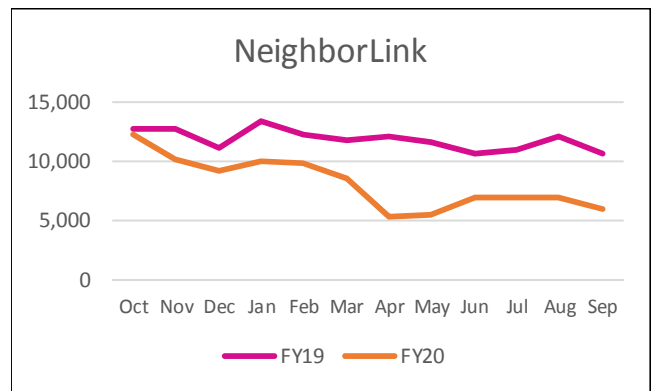
LYNX ridership decreased by 60.4% compared to the same time last year. Average weekday riders decreased by 23.6%.



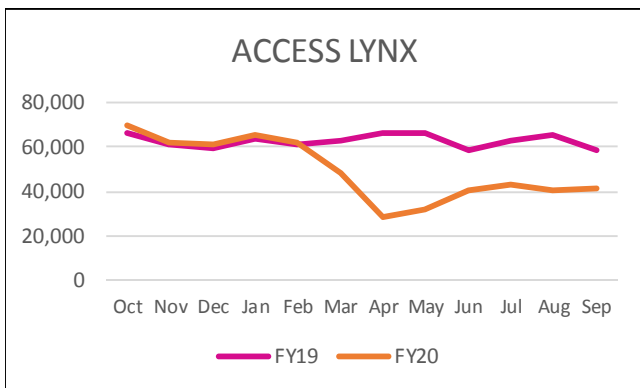
LYMMO ridership decreased by 29.1% compared to the same time last year. Average weekday riders increased by 11.4%.



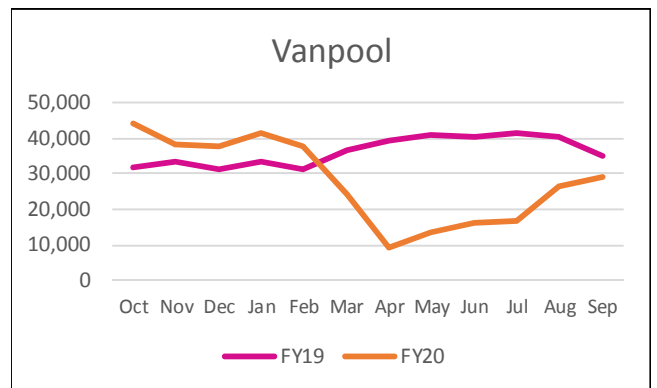
Fixed route ridership decreased 62.5% compared to September 2019. Average weekday riders decreased by 23.2%.



NeighborLink ridership decreased 44.1% compared to September 2019. Average daily riders also decreased by 44.1%.



ACCESS LYNX saw a 29.0% decrease over last year. Average daily riders decreased by 30.7%.



Vanpool ridership decreased by 17.0% compared to September 2019. Average daily riders decreased by 30.5%.



September 2020 Service Performance Report

FY20 Monthly Modal Performance Data Sheet - September 2020

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	Fleet Availability	Preventative Maintenance Hours	Completed on Time
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LYMMO

Oct	34,943	4	88%	Not Applicable	0	0.10	9,489	99%	16	100%
Nov	62,195	7	84%		0	0.08	8,790	99%	16	95%
Dec	68,300	8	85%		0	0.11	9,131	99%	16	74%
Jan	63,936	7	86%		1	0.11	9,131	99%	16	90%
Feb	64,331	8	90%		1	0.08	8,618	99%	16	81%
Mar	51,659	6	88%		0	0.14	9,310	95%	16	98%
Apr	33,374	4	82%		0	0.28	9,138	100%	16	100%
May	33,983	4	79%		0	0.25	8,962	97%	16	100%
Jun	35,867	4	84%		0	0.22	9,138	95%	16	86%
Jul	39,379	4	85%		0	0.07	9,479	98%	16	100%
Aug	44,151	5	89%		2	0.19	9,141	100%	16	92%
Sep	43,379	5	90%		0	0.13	8,559	100%	16	100%
YTD	575,497	5	85.7%	4	0.15	108,886	98%	16	93%	

Fixed Route

Oct	1,946,029	21	73%	21%	6	0.10	92,512	99%	283	100%
Nov	1,797,955	21	71%	22%	10	0.08	86,940	99%	286	95%
Dec	1,726,627	20	72%	17%	6	0.11	89,200	99%	286	74%
Jan	1,819,620	21	75%	18%	9	0.11	88,212	99%	275	90%
Feb	1,774,227	21	74%	24%	3	0.08	84,356	99%	279	81%
Mar	1,337,777	15	76%	13%	4	0.14	89,824	98%	273	98%
Apr	627,391	7	77%	0.3%	0	0.28	88,200	99%	280	100%
May	850,593	10	80%	0.4%	5	0.25	84,976	97%	284	100%
Jun	1,052,815	12	80%	0.4%	2	0.22	88,200	97%	282	86%
Jul	1,136,808	12	80%	-1%	4	0.07	95,294	98%	281	100%
Aug	1,171,352	13	80%	0%	6	0.19	89,195	99%	279	92%
Sep	959,840	11	79%	0.3%	3	0.13	86,567	99%	289	100%
YTD	16,201,034	15	76.3%	10%	58	0.15	1,063,476	99%	281	93%



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FY20 Monthly Modal Performance Data Sheet - September 2020

Month End Reporting	Ridership	On-Time Performance	Collected Fares	NTD Reportable Incident	Complaints per 100,000 M	Fleet Availability	Preventable Maintenance	Completed On-Time
NeighborLink								
Oct	12,176	100%	100%	0	19.4	83%		99%
Nov	10,104	100%	100%	0	12.7	78%		99%
Dec	9,130	100%	100%	0	4.9	85%		99%
Jan	10,007	100%	100%	0	9.4	80%		100%
Feb	9,872	100%	100%	0	3.2	75%		100%
Mar	8,602	100%	100%	0	0.0	81%		100%
Apr	5,270	100%	N/A	0	3.9	77%		100%
May	5,538	100%	N/A	0	2.0	71%		100%
Jun	7,000	100%	N/A	0	9.4	70%		100%
Jul	6,940	100%	N/A	0	1.8	78%		100%
Aug	7,005	100%	N/A	0	23.0	87%		100%
Sep	5,926	100%	100%	0	5.6	93%		100%
YTD	97,570	100%	100%	0	7.9	80%		100%
ACCESS LYNX								
Oct	69,416	92.01%	99.85%	1	2.4	94%		99%
Nov	61,037	90.40%	99.91%	2	3.4	93%		99%
Dec	60,883	90.47%	99.73%	0	2.8	92%		99%
Jan	65,166	90.11%	99.59%	1	3.1	93%		100%
Feb	62,052	88.42%	99.68%	0	2.8	94%		100%
Mar	48,247	93.16%	99.55%	1	2.9	91%		100%
Apr	28,573	96.98%	N/A	0	1.5	91%		100%
May	32,274	95.19%	N/A	0	1.5	92%		100%
Jun	40,494	94.47%	N/A	0	1.4	90%		100%
Jul	42,991	94.53%	N/A	0	2.4	92%		99%
Aug	40,851	93.05%	N/A	1	2.9	91%		100%
Sep	41,321	92.18%	98.81%	0	3.8	87%		99%
YTD	593,305	92.58%	99.59%	6	2.6	92%		100%



September 2020 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.