

## 2021 LYNX RIDERSHIP YEAR-END REVIEW

In the last five years, LYNX ridership has declined by 45.7%. Annual system-wide ridership in 2017 was 26,015,912. By 2021 the ridership had decreased to 14,113,944 riders per year. 2021 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 next two fiscal years.

SunRail, Central Florida's commuter rail system, started service on May 1, 2014 and its ridership had 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. Ridership decreased significantly starting in March 2020 due to COVID-19 and remained low throughout the pandemic. During FY 2021, ridership has started to trend upward since the reopening of businesses after the 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, an improving economy, and low 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 2020 through September 2021 is 14,113,944. 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 2021 and November 2021 ridership numbers show an upward trend as the community reopens after the COVID-19 pandemic and the demand for transit increases.



## September 2021 Service Performance Report

### RIDERSHIP

Total Ridership by Mode						
	Sep-20	Sep-21	% Δ	YTD-20	YTD-21	% Δ
LYMMO	43,379	39,360	-9.3%	575,497	456,542	-20.7%
Fixed Route	959,840	1,151,256	19.9%	16,201,034	12,804,988	-21.0%
NeighborLink	5,926	6,832	15.3%	96,160	75,153	-21.8%
ACCESS LYNX	41,321	42,698	3.3%	598,166	513,823	-14.1%
Vanpool	29,185	22,161	-24.1%	334,032	263,438	-21.1%
Special Events	0	0	0	27,215	0	0
<b>SYSTEM TOTAL</b>	<b>1,079,651</b>	<b>1,262,307</b>	<b>16.9%</b>	<b>17,832,104</b>	<b>14,113,944</b>	<b>-20.9%</b>

<b>September 2020:</b>	21 Weekdays	4 Saturdays	5 Sundays
<b>September 2021:</b>	21 Weekdays	4 Saturdays	5 Sundays

Average Daily Ridership by Mode									
Mode	Weekday			Saturday			Sunday		
	Sep-20	Sep-21	% Δ	Sep-20	Sep-21	% Δ	Sep-20	Sep-21	% Δ
LYMMO	1,510	1,588	5.2%	823	611	-25.8%	652	713	9.4%
Fixed Route	35,442	43,881	23.8%	26,830	30,461	13.5%	21,647	21,583	-0.3%
NeighborLink	261	290	11.1%	178	186	4.5%	-	-	-
ACCESS LYNX	1,705	1,778	4.3%	939	874	-6.9%	352	467	32.7%
Vanpool	1,087	211	-80.6%	238	40	-83.2%	209	12	-94.3%
<b>SYSTEM TOTAL</b>	<b>40,005</b>	<b>47,748</b>	<b>19.4%</b>						

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LYNX ridership increased by 182K, or 16.9%, compared to September 2020. System-wide average weekday riders increased by 19.4% year-to-date.

LYMMO ridership decreased by 4K, or 9.3%, compared to September 2020. Average weekday ridership for LYMMO was up 5.2% in September 2021.

Fixed Route ridership increased by 191K, or 19.9%, compared to September 2020. Average daily ridership increased by 23.8% compared to the same time period last year. The COVID-19 pandemic was responsible for the decreases in ridership during the last year.

NeighborLink ridership increased by about 1K, or 3.3%, compared to September 2020. The overall reduction for the year was primarily due to the COVID-19 pandemic.

ACCESS LYNX ridership increased by about 1K, or 3.3%, compared to September 2020. COVID-19 had caused a decrease in ridership during the year.

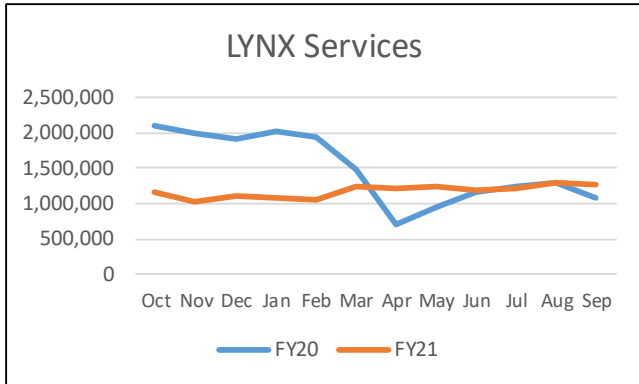
Vanpool ridership decreased by about 7K, or 24.1%, compared to September 2020. COVID-19 had cause a decrease in total Vanpool utilization.

\*According to the U.S. Energy Information Administration, the average price of gasoline in the U.S. was \$2.30/gallon in September 2020 and \$3.27/gallon in September 2021. Historically, low gas prices can result in lower public transit ridership.

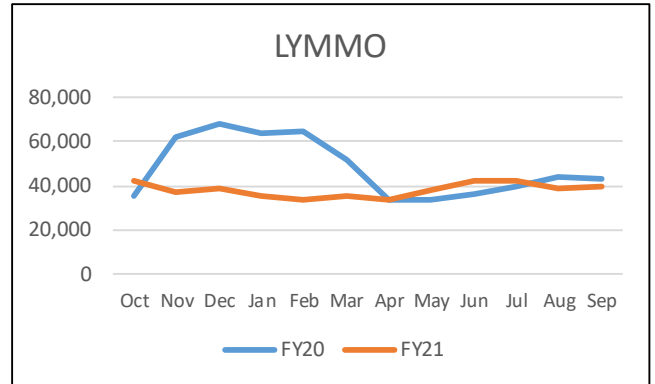


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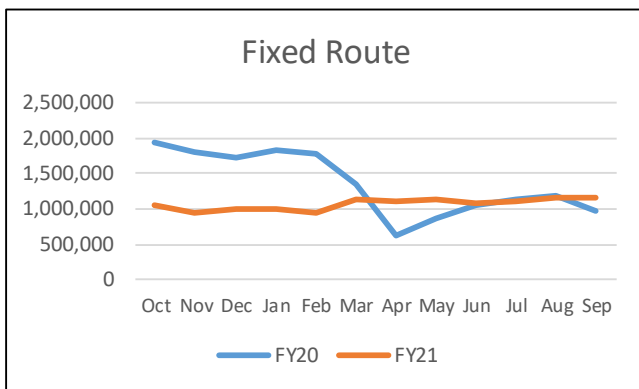
### MONTHLY RIDERSHIP TRENDS BY MODE



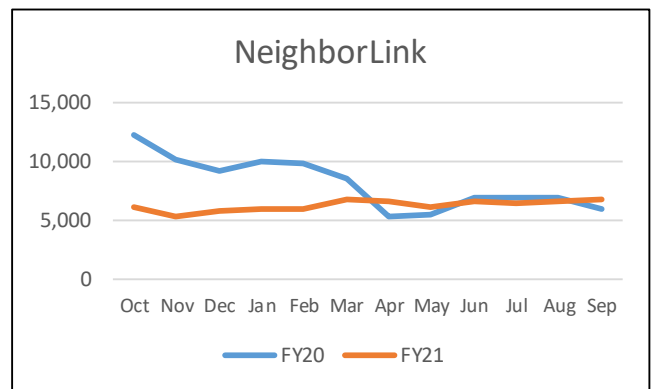
LYNX ridership increased by 16.9% compared to the same time last year. Average weekday riders increased by 19.4%.



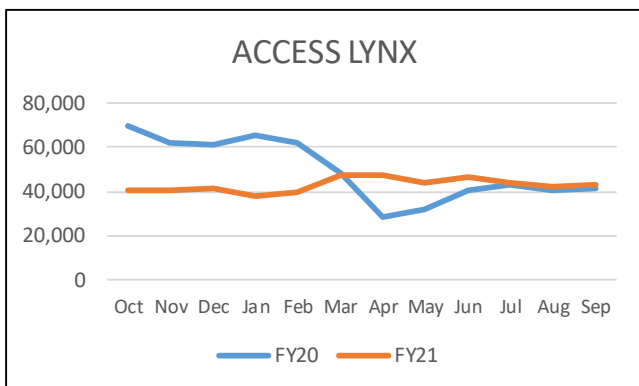
LYMMO ridership decreased by 9.4% compared to the same time last year. Average weekday riders increased by 5.2%.



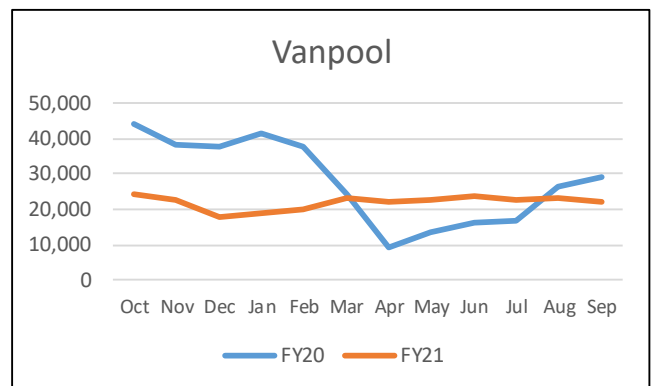
Fixed route ridership increased 19.9% compared to September 2020. Average weekday riders increased by 23.8%.



NeighborLink ridership increased 3.3% compared to September 2020. Average daily riders increased by 11.1%.



ACCESS LYNX ridership increased by 3.3% compared to September 2020. Average daily riders were up by 4.3%.



Vanpool ridership decreased by 24.1%. Average daily riders decreased by 80.6% compared to September 2020.



## September 2021 Service Performance Report

### FY21 Monthly Modal Performance Data Sheet - September 2021

	<i>Month End Reporting</i>	<i>Ridership</i>	<i>Passengers per Trip</i>	<i>On-Time Performance</i>	<i>Farebox Recovery</i>	<i>National Transit Database Reportable Accidents</i>	<i>Complaints per 100,000 Miles</i>	<i>Total Trips Scheduled</i>	<i>Percentage of Scheduled Trips Operated</i>	<i>Fleet Availability</i>	<i>Preventative Maintenance Inspection Completed on Time</i>
<b>LYMMO</b>											
Oct	42,383	5	89%	Not Applicable	1	0.17	9,320	100%	16	100%	
Nov	36,616	4	89%		0	0.14	8,780	100%	16	100%	
Dec	38,943	4	88%		1	0.10	9,310	100%	15	99.6%	
Jan	35,376	4	88%		0	0.28	8,962	100%	17	100%	
Feb	33,198	4	87%		1	0.18	8,436	100%	23	98%	
Mar	35,671	4	86%		0	0.11	9,489	100%	23	100%	
Apr	33,303	4	87%		0	0.12	9,138	100%	23	99%	
May	38,211	4	88%		0	0.13	9,141	100%	23	88%	
Jun	42,337	5	86%		0	0.09	8,052	100%	23	89%	
Jul	42,303	5	81%		0	0.11	9,141	100%	23	70%	
Aug	38,841	4	82%		0	0.07	9,310	100%	16	100%	
Sep	39,360	4	84%		0	0.08	8,959	100%	16	100%	
YTD	456,542	4	86.3%		3	0.13	108,038	100%	20	95%	
<b>Fixed Route</b>											
Oct	1,041,411	12	79%	11%	8	0.17	90,806	99%	278	100%	
Nov	954,102	11	79%	11%	4	0.14	84,956	99%	282	100%	
Dec	1,008,216	11	79%	12%	6	0.10	90,500	99%	290	99.6%	
Jan	984,743	11	81%	11%	5	0.28	89,308	99%	299	100%	
Feb	955,250	12	80%	13%	10	0.18	83,300	99%	296	98%	
Mar	1,120,119	12	79%	11%	13	0.11	93,197	99%	296	100%	
Apr	1,101,723	12	78%	13%	9	0.12	89,898	98%	292	99%	
May	1,138,703	13	79%	15%	6	0.13	90,929	98%	279	88%	
Jun	1,075,408	12	78%	12%	3	0.09	89,308	98%	283	89%	
Jul	1,106,300	12	77%	12%	11	0.11	94,474	96%	286	70%	
Aug	1,167,757	14	76%	14%	6	0.07	88,793	94%	282	100%	
Sep	1,151,256	14	76%	14%	2	0.08	85,589	96%	284	100%	
YTD	12,804,988	12	78.2%	12%	83	0.13	1,071,058	98%	287	95%	



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### FY21 Monthly Modal Performance Data Sheet - September 2021

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	6,128	100%	100%	0	5.4	91%	100%
Nov	5,325	100%	100%	0	2.1	87%	98%
Dec	5,836	100%	100%	0	5.1	83%	97%
Jan	6,012	100%	100%	0	7.3	90%	98%
Feb	5,908	100%	100%	0	5.4	84%	100%
Mar	6,738	100%	100%	0	4.8	85%	100%
Apr	6,625	100%	100%	0	4.9	96%	99%
May	6,086	100%	100%	0	5.5	97%	100%
Jun	6,598	100%	100%	0	5.1	99%	100%
Jul	6,391	100%	100%	0	6.7	97%	100%
Aug	6,674	100%	100%	0	3.4	97%	100%
Sep	6,832	100%	100%	0	5.2	99%	100%
YTD	75,153	100%	100%	0	5.1	92%	99%
<b>ACCESS LYNX</b>							
Oct	42,724	93.06%	99.75%	0	1.7	85%	100%
Nov	13,731	89.94%	99.89%	1	2.7	86%	98%
Dec	41,273	91.87%	99.77%	1	3.1	90%	97%
Jan	37,888	91.92%	99.83%	0	2.2	90%	98%
Feb	39,370	88.74%	99.83%	1	3.9	90%	100%
Mar	47,277	81.76%	99.81%	0	8.2	90%	100%
Apr	47,452	77.73%	99.83%	2	6.5	87%	99%
May	43,790	71.46%	99.87%	0	9.5	87%	100%
Jun	46,119	66.47%	99.98%	0	12.3	89%	100%
Jul	44,063	66.06%	99.77%	2	12.8	90%	100%
Aug	42,523	57.09%	99.79%	1	14.5	89%	100%
Sep	42,698	64.92%	99.76%	0	13.2	87%	100%
YTD	488,908	78.42%	99.82%	8	7.5	88%	99%



## September 2021 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 preventive maintenance inspections that were completed on time.

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